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Top of Form

Manager, PMO - Technical IT Srvc

**Tracking Code**

3020-284

**Job Description**

Responsibilities: The Project Management Office (PMO) for Technical IT Services creates excellence in customer delivery service quality and project fulfillment. As the leader of the PMO for Technical IT Services the incumbent impacts all of these areas and others. Through strategic oversight planning and governance the PMO team is expected to meet and exceed expectations for end customer Technical IT Services projects. The PMO Manager Technical IT Services designs and administers best practice processes and procedures develops strategies and applications that maximize delivery resource utilization and workforce planning and creates project oversight to ensure projects meet and exceed expectations for delivering service on schedule and on budget. The PMO Manager Technical IT Services is responsible for hiring staffing and managing a team of project management resource management project administration and service delivery associates. The incumbent is responsible for providing coaching direction and leadership while creating an engaging and rewarding work environment. The incumbent is responsible for motivating the individual team members to meet and exceed personal as well as team targets and effectively planning daily weekly and monthly goals for assigned team. Coordinates activities of the team to achieve both divisional and company objectives. Requirements: Education: Bachelor?s degree in Business Administration Management of IS (MIS) Information technology or engineering required. Masters of Business Administration desired and/or additional coursework and/or certification in Six Sigma Design for Six Sigma and/or PMP certification desired. Experience: Previous work experience in leading a PMO for a professional services organization or in program management over a portfolio of technical projects required with a minimum of 8 years industry experience in like and/or complimentary roles is required; including at least 3 years of staff management PMO management or program management is required. Minimum 4 years managing direct reports in a similar work environment with ability to lead others by setting performance expectations and managing execution coach and develop the skills and knowledge of others and set realistic and achievable goals/objectives and timelines. Knowledge of Project Management techniques professional IT services quality management and cross-functional team management is essential. Skills such as critical thinking removing obstacles and driving results are essential for this position as well as using sound judgment and business acumen to accurately analyze information and make solid recommendations balance strategic direction and guidance with tactical detail and expertise. This position also requires problem solving multi-tasking as well as working with little formal guidelines and direction making decisions using the appropriate level of information and providing appropriate guidance to others while balancing external and internal requirements. Minimal travel required not to exceed 20% of the time.

**Job Location**

Santa Ana, California, United States

**Position Type**

Full-Time/Regular

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Bottom of Form