

Careers: Open Positions – Nordic Region

- [Incident Manager](#)
- [Partner Manger](#)
- [Technical Account manager](#)

Incident Manager	
Summary	We are looking for a confident, professional and motivated Incident Manager for TCS' client in Nordic. You will be responsible for end to end IITL Process and assisting teams to execute service improvements initiatives. It is a role with focus on ensuring a high level of customer satisfaction. The primary working location is Stockholm, Sweden, but the role requires willingness to travel within Europe and India
Responsibilities	You will be responsible for all IPC processes during operations and drive the service integration function. You will coordinate any incident or discussion at onsite along with onsite Service Delivery Manager and coordinating with offshore IPC team for Change and Problem Management activities. You manage service support and service delivery activities in-line with ITIL best practices along with identifying opportunities for service improvements and assist teams to execute service improvements initiatives. Also unstandard Standards and process required and implement refine the process and drive all incidents occurring.
Personal Profile	You are excellent with working against stiff deadlines and your have experience with both Team Leadership and Team Work with strong communication and interpersonal skills. You are fluent in Swedish and excellent communication skills in English (written/spoken). As a person you are Responsive, accountable, dynamic, driven and determined. You also need to be able to travel with in Europe and India
Background	You have At least 10+ years of experience in working with or managing an IT Service Provider. You have a strong knowledge on global Infrastructure services and experience in managing service support and service delivery activities in-line with ITIL best practices. You can easily identify opportunities for service improvements and assist teams to execute service improvements initiatives.
Location	Stockholm, Sweden

Partner Manager	
Summary	<p>We are looking for a Partner Manager with in the Global Partnership Management Practice, with the primary goal to conduct supervisory tasks over the engagement process between TCS and its partners and managerial control over the TCS/partner relationships. This is a senior strategic role based in Denmark but with frequent travel to other European countries and occasionally to India. Assigned Areas include any mix of allocated duties in respect of; Geography, Industry Vertical, Sales/Solution/Transition/Delivery Activities, Existing Clients</p>
Responsibilities	<p>You will be responsible for assisting in the development of a cohesive and high quality competitive environment of partners within the Assigned Areas, including for example, by investigating and assessing prospective and incumbent partners to understand their capabilities and match these to TCS and client requirements. To support the achievement of ITIS targets including the revenue and sales order value targets. To maximise the value that TCS obtains from the partners and to achieve targeted savings in 3rd party costs set from time to time for the Assigned Areas. To be the lead SPOC and negotiator for all partners within the Assigned Areas, including pre and post sales activities and escalation management and dispute resolution.</p> <p>To ensure that TCS risk is minimized by (i) ensuring that a viable competitive ecosystem is maintained in the Assigned Areas and (ii) that client terms are flowed down to the partner where possible. To provide day-to-day, on-demand support for the sales, solution and delivery teams in selecting and engaging with partners for projects within the Assigned Areas. To become the SME for the Assigned Areas and provide expert guidance and advice as and when required including, for example, a thorough knowledge of the partners, the products and services, market conditions, and standards. To understand thoroughly and monitor the financial parameters and corporate risk appetite of TCS and apply this to the Assigned Areas to shape the delivery strategy, partner engagement process and commercial approaches. To define and implement a continuous improvement strategy in the Assigned Areas to continually drive partner value, quality and reliability, while achieving the other objectives concerning risk, cost and CSAT. To streamline and optimise the TCS/partner interfaces and engagement process with all partners in the Assigned Areas to ensure prompt and accurate responses which facilitate comparison and analysis as well as meeting bid timelines and deadlines by, for example, agreeing reusable artefacts. To benchmark the partners’ performance and capabilities against best practice, reference standards and industry norms.</p>
Personal Profile	<ul style="list-style-type: none"> • Very strong skills in negotiation and influencing partners and internal stakeholders. • Excellent multi-cultural appreciation and alignment especially with Indian colleagues. • The ability to create and nurture close business relationships both

	<p>internally and externally, and to use these relationships to secure positive outcomes for TCS.</p> <ul style="list-style-type: none"> • Experience in conflict resolution with dispassionate tenacity • Excellent commercial understanding and awareness and an ability to identify commercial opportunities and risks. • A deep knowledge of the supply market for each Assigned Area. • Excellent commercial and partner management skills. • A good understanding of technology developments and possibilities within each Assigned Area and its practical application in business environments. • A skilled communicator in both written and oral form, including credible coordination and delivery of presentations, workshops etc to large audiences. • Skilled in data gathering, investigation, analysis and reporting. • Advanced planning and coordination skills. • Flexible and adaptable, and excellent team working skills • A curious and questioning nature, with an ability to interpret, probe and challenge information. • Self starter, resourceful, independent and able to work effectively for long periods without support or supervision. • A mature, sophisticated individual with high levels of resilience and determination to succeed even in the face of frustrations, stresses and strains caused by change, pressure of work, variable work-environments, travel etc
<p>Background</p>	<p>You need to have a solid track record in successfully leading high value, complex negotiation of contracts and commercial frameworks with major partners. Able to evidence at least 10 significant (>€10M TCV) instances of leading negotiations within the last 5 years with partners for relevant goods and services. Also experience of successfully working in multicultural physical/matrix/virtual teams spread over multiple locations and countries. Significant practical IT experience in a senior operational capacity and preferably in a variety of technical areas. A thorough understanding of the ITO market and its associated standards and processes. Experience of managing multiple relationships at different stages (e.g initiation/steady state/exit) and of different types (e.g adversarial / collaborative / engaged). Proven ability to manage a complex program of work and to achieve challenging timescales and able to evidence at least 5 such programs in the last 5 years. Broad experience of the IT industry, markets, trends, technologies and their implications</p>
<p>Location</p>	<p>Denmark</p>

Technical Account Manager	
Summary	We are looking for a Technical Account Manager, with the primary goal to provide technical leadership on Data centre architecture for a TCS client and to establish TCS as a thought leader in architecture and design by sharing experience from other customers and industry
Responsibilities	<p>The key responsibilities include:</p> <ul style="list-style-type: none"> • Responsible for the overall technical design, build, performance of the Data center architecture (Servers, storage/backup, virtualization, network database and tools) • Provide technical leadership within data center architecture discipline for different initiatives as required • Participate in various meetings with customer’s IT, Business and Application teams • Provide inputs and own creation of High Level Design & Low Level Design • Develop capacity plans for data center components, system performance tuning and configuration • Review and analyze system hardware, recommend suitable new configuration of hardware during refresh or any project • Assess new technology to determine its viability and applicability to Customer • Work along with Service Delivery team to ensure stability, upgrade/maintenance of data center, resolve any complex issues • Participate and lead, when needed, the project meetings with the customer • Thought leadership in emerging technologies
Personal Profile	<ul style="list-style-type: none"> • Minimum 12 years of IT experience of which at least 6+ years experience as technical architect/consultant • Excellent communication skills, with the ability to understand client requirements in business and technical terms • Proficiency (written and Oral) in Swedish • Knowledge of enterprise architecture and technologies such as virtualization, cloud • Experience in green field data center design and implementation • Understanding of core business platforms such as Oracle EXA • Strong problem-solving skills, excellent presentation skills • Ability to explain ideas clearly to technical and non-technical staff • Knowledge of industry quality standards, regulations and best practice • Confidence and ability to present TCS’ proposition independently at senior management levels in the client organization.
Location	Stockholm Sweden