

Job Description

Job Title:	Release and Change Manager	Contract/Dept:	TBC
Reports To: (Job Title)	TBC	Reports:	N/A
Location:	Home / Office	Post Holder:	N/A
Created By:	Steve Rudd	Date Created:	30/05/22
Owner:	Malcolm Cathcart	Line Manager:	TBC

Job Purpose:
<p>Inciper is a leading provider of system implementation delivery in the Microsoft Business Applications market. This role is to manage updates to Microsoft Dynamics 365, from managing impact reviews with solution architects, scheduling, managing, and communicating pre-production upgrades through to production upgrades.</p> <p>The Release and Change Manager is responsible for ensuring all aspects of updates are managed and communicated effectively to both our project and managed services clients along with ensuring that each update is delivered with minimal business impact. The role is also responsible for co-ordinating changes to client's environments and again minimising the impact of changes to the clients ongoing business operations.</p>

Key Tasks:
<p>Key tasks include, but are not limited to:</p> <ul style="list-style-type: none"> • Manage updates according to Microsoft's schedule and across the Inciper client base. • Manage a weekly CAB board ensuring accurate representation of all changes along with impact assessment of all changes. • Manage 3rd party updates and releases across the Inciper client base. • Prioritise urgent changes and service impacting changes. • Develop and maintain a release calendar for all releases, ensuring adequate resource is available to deliver releases. • Communicate internally and with clients around release schedules, issues and overruns and ensure timing and implementation of releases minimises business impact. • Maintain a professional manner in all client communications. • Ensure excellent service is provided to all managed services clients. • Participate in improvement to our ITIL based framework for good practice managed services operation. • Identify risks and mitigate or communicate as necessary. • Always represent Inciper in a professional and positive manner.

Approver:	Mark Roberts	Approved on:	
Version:	1	Review	Annually

Person Specification

Job Title: (& Grade)	Release and Change Manager	Department:	TBC
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	Essential	Desirable
Education		Knowledge of ITIL
Skills & Knowledge	Knowledge of the principles Release and Change Management Knowledge across Microsoft Dynamics 365 Ability to organise and manage technical and functional resources to deliver releases	Knowledge of DevOps and Microsoft Dynamics CRM
Experience	18-24 months working on Microsoft Dynamics 365 12 months experience in a release or change management role Working in a professional environment Broad experience in office technology	Microsoft business applications
Aptitude	Good written client communication Good telephone manner Ability to prioritise own work Proactive approach to work	

Please Note:

All details are provided for guidance only; they do not necessarily limit the responsibilities and accountabilities of the job. Full details of employment terms are provided within offers of employment, and appropriate policies within the Company.

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