

Job Description – Delivery Manager

Role Summary

We are seeking a seasoned **Delivery Manager** with a strong **background in integration technologies** to lead the successful delivery of complex integration projects and programs. The ideal candidate will have extensive experience in managing cross-functional teams, working with stakeholders, and ensuring timely, quality-focused delivery of API and system integration solutions.

Key Responsibilities

- **Program & Project Delivery:**
 - Own end-to-end delivery of integration projects across multiple clients or internal teams.
 - Drive project planning, estimation, scope management, and execution.
 - Ensure project delivery aligns with agreed timelines, budgets, and quality standards.
- **Integration Leadership:**
 - Oversee and guide technical teams implementing APIs and cloud integration solutions.
 - Provide leadership on integration architecture and best practices in platforms such as MuleSoft, Dell Boomi, Azure Integration Services, or similar.
- **Stakeholder Management:**
 - Act as the primary liaison between technical teams, business stakeholders, and executive leadership.
 - Communicate delivery progress, risks, and mitigation strategies in a clear and timely manner.
- **Team Management:**
 - Lead cross-functional delivery teams including developers, testers, BAs, and architects.
 - Mentor junior delivery leads and support career development of team members.

- **Agile & DevOps Practices:**

- Champion Agile delivery methodologies (Scrum, SAFe, Kanban).
- Promote CI/CD practices, test automation, and DevOps culture for faster and more reliable releases.

- **Governance & Reporting:**

- Track key delivery KPIs and report to Business Head.
- Manage resource allocation, risk assessment, and change control.

Required Skills & Experience

- 10+ years of overall IT experience with at least 5+ years in a Delivery/Project/Program Manager role.
- Strong background in any of the **integration technologies**, such as:
 - MuleSoft, Dell Boomi, Azure Logic Apps, AWS Step Functions, Kafka, etc.
- Proven ability to manage large-scale integration programs and multi-vendor delivery models.
- Excellent understanding of enterprise architecture, APIs, microservices, and cloud platforms (AWS/Azure/GCP).
- Strong experience in Agile methodologies.
- Exceptional communication, problem-solving, and leadership skills.
- Ability to work across business and technical stakeholders at all levels.
- Willing to travel to customer locations

Preferred Qualifications

- Bachelor's or Master's degree in Computer Science, Engineering, or related field.
- PMP, or Agile certifications.
- Hands-on experience earlier in career as an integration developer or architect is a plus.
- Experience in regulated industries (Finance, Healthcare, Government) is advantageous.