



Job Description

Position name:	Project Support Specialist	
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Division: GSC

Team: TSD EMEA Central Support

Location: Sofia, Bulgaria

Reports to: Operational Supervisor

Direct reports: no

Job scope/summary: Act as Project Management Office for TS/TSD EMEA Region/Sub-region/Country/Towers Teams . Provide support to internal company local, strategic or WW projects to ensure that they meet all scope, time, budget and quality expectations through planning, controlling and managing on a country as well as on regional/sub-regional level.

Job specifics/responsibilities:

- Support Project Administration:
 - Work with a pool of Project Managers on a variety of projects, starting with the creation of the project plans and schedules;
 - Manage new Project initiation and Project PMO Dashboard entry;
 - Communicate with the team members and project staff;
 - Coordinate the activities, maintain the project documentation and project web sites;
 - Plan and organize meetings, events and invitations.
- Acquire general project management knowledge and subject matter knowledge;
- Develop expertise and practical knowledge of ITIL/ ITSM framework and processes and IT outsourcing projects;
- Works as Capacity and Capability Analyst if needed;
- Communicates with external HP customers if needed;
- Performing various supporting tasks regarding Resource Management

Key deliverables/accountabilities:

1. HP procedures/ policies are strictly followed
2. Labor legislation is strictly adhered

3. Project implementation and Project support activities
4. Deliverables provided on time and with required quality

Working relationships:

Internal:

- TSD EMEA Central Support
- TSD EMEA Region/Sub-region/Country/Towers Teams
- TS EMEA Region/Sub-region/Country/Towers Teams

External:

No

Experience:

- 1+ years in administrative/project support role or in like roles/businesses

Qualifications:

- Fluent in verbal and written English
- German/French/Italian/Spanish languages are an advantage
- Very good communication, negotiation and influencing skills
- Project management fundamentals is an advantage
- Familiar with Business IT systems will be considered an advantage
- Ability to make quick and informed decisions
- Proactive and able to work under pressure
- Ability to operate effectively within a virtual (cross-cultural) team

Technical skills (procedures and documents the employee has to be acquainted with):

- Experience and literacy in- MS Word, Excel, PowerPoint, MS Project

Education (degree) required:

- Relevant degree in Business or Computer Science

Approved by HR Manager:	Employee:
<i>Name:</i> Ljubomira Taleva <i>Signature:</i>	<i>Name:</i> <i>Signature:</i>
<i>Date:</i>	<i>Date:</i>