

Job Title: **Systems Infrastructure Practice Manager** Reports to: **Director of Service Delivery**

SUMMARY

At TBC, our core values are Passion, Partnership and Innovation. Every day our team of highly qualified engineers and administrators work hard to empower our clients to transform and grow their companies. The role of the Systems Infrastructure Practice Manager is to lead a team of engineers in the definition, design, and implementation of hyper-converged infrastructure products. They must leverage in-depth knowledge of the technical aspects of our Hybrid Cloud services to include cloud computing, managed cloud services, IT infrastructure solutions, and virtual desktop services. They are responsible for managing client and vendor relationships through excellent communication and continual focus on customer service.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Includes the following.

- Leadership, Management and Accountability of high performing team of systems engineers, architects and IT project managers
- Identify ways to reduce cost of delivery through continuous process improvement and service efficiency
- Develop team members' knowledge and skills, supporting future growth aligned with business objectives and career goals
- Manage the team's resource capacity (people and technical) to maximize efficiency and productivity while meeting exceptional customer service standards
- Design, build and scale customer and application-specific solutions
- Work with Product Manager to develop and mature service offerings
- Drive innovation by coordinating Proof of Concept evaluations and Research & Development initiatives.
- Develop strong client and technical partner relationships
- Manage external and internal (TBC) client expectations
- Support the organization's Sales and Marketing functions
- Work with team architects and engineers to define service scope, costs, project plans, deployment plans and run books for ongoing operational support.
- Set clear expectations for team members and with other leaders in the organization
- Issue escalation and resolution
- Always be accountable for client success
- May perform other duties as assigned

QUALIFICATIONS

Required Skills/Experience

- Bachelor's degree or equivalent work experience
- 8+ years working as a Senior System Engineer focused on infrastructure architecture
- 3+ years of experience leading technical teams
- Experience developing new products and solutions that align with business objectives
- Ability to talk in the language of technical developers and then switch to the language of business managers
- Experience working with or for a technology managed service provider
- Operational experience in delivering/running Hybrid Cloud managed services and/or professional services will give the candidate a significant advantage
- Technical and operational acumen with developing solutions for cloud migration and managed services
- Strong understanding of Hybrid Cloud technology, like Nutanix, with a broad understanding of infrastructure and other Nutanix Ecosystem technologies
- Significant experience in the design of distributed, high availability server-based network computing infrastructures; design, build and/or operational experience
- Understanding of and some experience with Professional Services and Consulting engagements
- Deep understanding of industry trends and competitive offerings
- Excellent communication skills

Recommended Skills/Experience

- Hybrid Cloud certifications in Nutanix and / or other hyper-converged platforms
- Hands on experience with Virtual Desktop solutions
- Experience managing technical projects
- ITIL V3 or V4 foundations or greater certification

HOW YOU KNOW IF THIS JOB MIGHT BE FOR YOU

- You are motivated and driven to deliver value. You take ownership of your responsibilities and follow through on all client and team member requests and questions.
- You have an excellent understanding of cloud architectures and have led highly productive engineering teams that consistently meet high quality standards.
- You are a supportive and disciplined people manager capable of motivating high-performing technical teams.
- You balance managing day-to-day responsibilities with being a visionary for the future of the team and the product offerings.
- You like meeting and working with new people. You are comfortable engaging with people at all levels in an organization. You speak eloquently yet exude authenticity and trustworthiness.
- You are comfortable with change and multi-tasking. You enjoy learning new concepts and are quick on your feet. When things change, you know how to "roll with the punches".
- You enjoy the challenge of changing and developing new products/services that will ensure TBC's offerings are relevant and leading edge for our clients and in the industry in which we compete.

WORKING CONDITIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in this job description are representative of knowledge, skill and/or ability required. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions.

A typical day in the life of a Systems Infrastructure Practice Manager might include

- Meeting with and/or communicating with current and prospective clients
- Developing new and updated solutions that meet client success outcomes
- Supporting sales through development of technical resources and materials
- Developing and updating product/service deliverables (cost sheets, project plans, estimates, scopes, etc.)
- Coaching and developing team members formally and informally
- Ensuring quality and service level expectations are met
- Balancing competing priorities for team's resources
- Driving issue resolution
- Vendor/partner management
- Contract negotiation and review
- Team Capacity planning and resource allocation
- Working with Practice Engineers to operationalize products/services
- Meeting with other Managers to deliver consistent and collaborative offerings/services
- Managing engineer work efforts (requests, incidents, projects) through prioritization and accountability
- Delivering presentations at company and client meetings

Limited travel may be required.