Director of Technology

Hiring organization
PulseHRM

Employment Type
Full-time

Working Hours
US shift (06.30 pm to 03.30 am IST)

Date posted
August 12, 2024

Valid through
12.09.2024

Job Location
Goa

Description

The Director of Technology is responsible for all aspects of the planning, architecture, coordination, and management of Frontline's MITS technical services. The Director of Technology is an high-level expert in the areas of Legal Applications, Infrastructure, Networking, Business Continuity, Security, Cloud Services, and Office 365. This position is responsible for working with our clients and to evaluate, design, propose and demonstrate the business value to customers. This is a results-oriented position that thrives in autonomy while being a productive team member.

Responsibilities

- IT consulting, strategy and roadmap generation
- QBR service review, planning, preparation and delivery
- Monthly service review with internal teams
- Change management owner
- Change advisory board member
- Provide input in proposal and statements of work
- Gross margin management
- Asset management
- Standard and alignment management
- Major incident response management
- MSA management
- Represent the voice of Frontline while being the client liaison for technical operation queries to our customers
- Identify and cross-sell additional needs within the client's environment that can be addressed by Frontline's offerings
- Knowledge base standards management
- Full understanding of Frontline's SLOs
- Works in alignment with the service delivery manager to ensure SLO compliance
- Participates in weekly, monthly, quarterly and yearly service reviews with the service delivery manager

Required Skills/Abilities

- Excellent communication, project management, presentation, and problem-solving skills required with ability to build trusted partner relationships with premier customers. Ability to oversee technical engagements and provide guidance to a client's management team, both from an IT and administrative perspective.
- Ability to collaborate effectively with cross-functional teams, including Sales, Support, Engineering, and Professional Services.
- Ability to manage multiple clients, assignments and tasks, and execute detailed action plans in collaboration with customers.
- Outstanding interpersonal and communication skills, capable of distilling complex technical messages into a format that can be delivered to both technical and non-technical audiences.
- Team player with a demonstrated record of leadership, communication, collaboration and reliability.
- High level knowledge and understanding of networking, business continuity,

cloud, Office 365, infrastructure, legal application technologies in a business context.

Qualifications

Education and Experience

- Bachelor’s degree in engineering or related field.
- Minimum five-year experience in a client facing technical account management or senior consulting role in a fast-paced technology firm or MSP.
- Industry standard certifications are preferred.

Physical Requirements:

- Prolonged periods of sitting at a desk and working on a computer.
- Periodic travel required up to 15% of the time to client offices.
- Must be able to lift up to 15 pounds at a time.