

Job Description for Microsoft Practice Manager

This is an exciting role in a well established, award winning Microsoft Gold Partner. Eurodata is regarded as one of the top Microsoft consultancies in the UK that is currently dealing with all of the new and exciting Microsoft software. The latest software includes Exchange 2010, Server 2008, R2, Windows 7 and many more. Eurodata is leading the way with new technologies such as Unified Communications, Desktop Deployment, Virtualisation and Security.

Background

Eurodata is a highly successful IT solutions provider, based in London. We are classed as a systems integrator and a major services provider. Eurodata has had a 19 year history of award winning solutions and services. Our main focus is in the design, implementation and support of every aspect of an IT infrastructure. Our customers are spread out across the UK in various vertical markets. They range from 50 users to 5000 users. We have built one of the most successful consultancies in the UK. Our specialities are Microsoft (various products), storage/ archiving, virtualisation, systems management and finally networking and security.

We offer a variety of services including break fix maintenance and managed services that include, service desks and a remote management centre open 24x7. For more information please see our website

www.eurodatasystems.com

There are currently 35 full time consultants at Eurodata. Out of the 35 consultants there are 5 technical architects. Most consultants have specialised in one area of expertise or maybe two, whereas our technical architects have the technical expertise across all areas or most areas in an IT infrastructure. The consultants are split into practice areas ranging from storage, networking and various Microsoft areas of expertise. By far the biggest group of consultants are Microsoft. They are split in to the following areas:

1. Advanced Infrastructure; - Server platform, desktop platforms, systems management, messaging.
The above category includes Exchange, Server 2008, Systems Centre, Windows 7 and many more.
2. Information Worker Solutions;- Office deployment specialisation, desktop deployment, Sharepoint, etc
3. Security Solutions;- Identity and secure access specialisation, Forefront AV, email inspection, identity lifecycle management, Internet Access Gateway, ISA server, etc
4. Mobility Solutions;- OWA, Windows Mobile

5. Networking Infrastructure;- Operating systems e.g. Server 2003/8 and Microsoft small business server
6. Unified Communications;- Office Communicator (OCS), Live Meeting, etc
7. Licensing Solutions;- Software Asset Management
8. Rights Management

Given excellent company growth this new position is being created to help manage up to 15 consultants covering Microsoft competencies.

In addition to management skills the candidate must have a good technical understanding in order to perform pre-sales meetings, offer opinions and assure quality of delivery to the clients.

Role Overview

This role reports directly into the Head of Professional Services and manages the overall Microsoft Infrastructure team made up of Consultants.

This role has line management responsibility for 12-15 people and will be responsible for all Microsoft Infrastructure team engagements from pre-sales through to delivery, handover and close. As such the role will have direct management of staff and matrix management of other staff whilst on a Professional Services project/engagement. This is a technical role for someone who has a Microsoft technical background and has managed a team of consultants before.

Typical background would be technical team leader, practice manager, head of Microsoft infrastructure or a consultant that has recently embarked on a management career.

The individual may have come from a large corporate end user, a systems integrator, a Microsoft consultancy, a Managed Service organisation or may even be a contractor with the relevant experience.

The Microsoft Infrastructure team is billed by the hour/day/month and is targeted on utilisation, quality, skills and team collaboration. The Practice Manager will actively formulate the direction of the team.

Key Tasks and Responsibilities

- Reporting to the Head of Professional Services, with process and staff management responsibility for Microsoft Infrastructure team, this includes resourcing, resource management, appraisals, HR including performance improvement plans as well as disciplinary actions.
- Provides leadership to the group and inputs into the strategy and direction of the team.
- Strong technical background with the ability to perform detailed pre-sales activities for the sales team in conjunction with other members of the team.
- Responsible for the Microsoft Infrastructure team workflow from innovation through to pre-sales and delivery and sign-off.
- Responsible for ensuring quality of all the deliverables (pre-sales through to delivery), document review, peer review, technical design, technical authority, quality assurance and client satisfaction.
- Time recording and utilisation management of all Professional Services personnel.
- Working with the Consultants and Project Managers to ensure the implementation of a standard Project Methodology within the Microsoft Infrastructure team.
- Maintenance and additions to processes and procedures for the team including templates, workshop methodology and documentation.
- Responsible for maintaining up to date skills database, CV profiles, training plans and accreditations for the Microsoft Infrastructure team.
- Responsible for reporting including utilisation, average fees, ongoing projects and issues.
- Interface with Microsoft technical account management team
- Liaise with sales department for new technology
- Ability to learn new technologies and maintain technical knowledge
- Excellent presentation skills as representing the Microsoft infrastructure team

PROFESSIONAL/TECHNICAL EXPERTISE

Skill/Knowledge requirements

- Graduate calibre with recent technical background and qualifications (for example MCSE and MCITP)
- Successful and demonstrable track record of line management of technical staff
- Successful track record of management, with demonstrable understanding of Professional Services or consultancy operations
- 5-years+ general business experience of having worked at managerial levels within an IT Service Provider (specifically Managed and Professional Services)
- Customer facing skills
- Presentation skills
- Experience with tenders (RFQ, ITC, etc)
- Excellent documentation skills

Personal attributes

- Strong leadership skills
- Personal gravitas
- Excellent communicator at all levels
- Ability to cope with pressure
- Ability to show ownership of complex tasks
- Ability to multi task
- Ability to ensure detailed completeness of all tasks
- Ability to “get things done”
- Technically minded with a good interest in Microsoft technologies

Experience required

Essential:

- Team management experience
- Prior professional Services operations experience
- Able to influence Senior Managers and Executive Directors.
- Operated at a Management level within general IT Services organisation.
- Ability to get things done and show ownership

Technical:

- Experience and in depth knowledge of most of, but not all of, Microsoft key infrastructure technologies.
- Experience must include understanding, designing and actually implementing
- Trouble shooting skills as well as a good knowledge base.
- Professional qualifications such as MCSE, MCITP (optional)

KEY IMPACT AREAS

Innovation and Technical Direction

- Alongside Head of Professional Services and working through the other consultants owns the continual innovation of Professional Services strategy and tactical sales through solution sets and propositions

Sales Support

- Owns the right resource allocation to provide solution design
- Owns the quality of the technical element of Microsoft Infrastructure team bids

Delivery

- Ensures all Professional Services engagements are delivered with TBQ:
 - On Time
 - On Budget
 - With Quality

- Ensures all engagements are delivered to satisfaction of client to gain a positive reference.
- Ensures all technical escalations are dealt with and the team are fully supported throughout all engagements

People

- Effective team member of the Eurodata Management Team.
- Ensures effective staff management of the Microsoft Infrastructure team
- Ensures effective communication and support within the Microsoft Infrastructure team
- Ensures effective communication and co-operation with the Sales group.
- Leads and coaches team to maximise contribution to the business success

General Management

- Ensures appropriate process and methodology implementation with group
- Ensures effective financial contribution of team by:
 - Contribution to the revenue (proposition development and pre-sales resourcing - effectiveness)
 - Contribution to the profit by maximising resourcing efficiency
- Works effectively with other Eurodata Managers to ensure smooth operational running and consistency in approach of Eurodata Services delivery teams
- Provides input into the Eurodata operational management