



Title	Network Solutions Manager
Business	Value Creation
Reports to	Director of Value Creation

Advocate is a consultancy of IT advisors and data scientists dedicated to helping companies optimize their technology infrastructure. Utilizing marketplace intelligence, decision analytics and acceleration capabilities, Advocate partners with its clients in innovative ways to save money, improve performance and deliver crucial insight to help them make the best possible decisions related to their cloud and network technology. That's why we work, Smarter. Together.

The **Network Solutions Manager** serves as an expert on the various service providers that we represent and all that is required to implement their services. They are the primary interface between Advocate's clients and their service providers, and they work with both parties to manage the migration of the clients' services, ensuring that the solution is quickly and properly implemented and billed correctly. On an ongoing basis, they receive service requests from clients and place service orders with carriers to facilitate Moves, Adds, Changes and Disconnects (MACDs), provide monthly and quarterly updates, and escalate any chronic service or billing issues with the service providers to seek resolution.

RESPONSIBILITIES

- Develop a comprehensive understanding of the cloud and connectivity service providers we represent and their respective service offerings
- Develop implementation plans and project manage (drive/track/report) the provisioning of services to ensure accurate and timely delivery of service
- Enter orders into Advocate's TEM system, where appropriate
- Maintain inventory of each client's circuits and devices, including full change history and transaction records
- Communicate regularly with clients to notify them of the progress of the deployment and any ensure they complete any activities that they need to perform
- Assist with account audits to ensure contract and billing accuracy (as needed)
- Set up and show clients how to use online tools/reports, if applicable
- Lead monthly and quarterly service reviews that include a complete "read out" of the client account activity

SKILLS

- Strong communication skills, both verbally and in writing, with clients, vendors and colleagues
- Ability to think and act as if part of the Client team while staying within the scope of work
- Highly organized, able to manage multiple projects and consistently meet deadlines
- Strong analytical skills and a creative approach to problem solving
- Keen attention to detail
- Comfortable working in a fast-paced, collaborative, team environment



QUALIFICATIONS

- Four-year college degree
- 3 – 8 years relevant analytical and project management experience
- Professional expertise in at least one of our core service areas: Internet & Networking, VoIP, Data Centers, Managed Hosting & IaaS, and Conferencing services
- Experience with carrier provisioning processes, Move, Add, Change and Disconnect (MACD) requests and inventory management
- Strong working knowledge of Microsoft Office with advanced proficiency in Excel (formulas, pivot tables, v-lookups, etc.)
- PMP Certification a plus
- Outstanding professional references
- Must provide Proof of Right to Work in the United States on the I9 Form

OPPORTUNITIES

- Join a company named to the **Inc. 5000** list of Fastest Growing Companies for **eleven consecutive years**
- Named one of the Top 100 Workplaces by The Atlanta Journal-Constitution
- Work daily with Fortune 500 Clients
- Opportunity for rapid career advancement
- Client facing position with the opportunity to make a direct impact

REWARDS AND BENEFITS

- Competitive base pay
- Incentive bonus plan
- 3 weeks paid time off
- 2 paid days off for community service
- Comprehensive benefits package
- Medical/dental/vision benefits
- Company matched 401(k) with immediate vesting
- Flexible work arrangement to support a good work-life balance
- Professional development with a long-term career path
- Continuing education and training reimbursement
- Paid employee referral program
- Conveniently located near I-285, GA-400 and I-85; free parking

If you'd like to join the Advocate team, send your cover letter and resume for consideration to: careers@advocateinsiders.com