

<b>Title</b>	<b>TBMaaS Manager</b>
<b>Business</b>	<b>Managed Services</b>
<b>Reports to</b>	<b>Director of Client Operations</b>

Advocate helps IT leaders speed the shift from cost center to strategic partner. As the premier TBM consulting and services company with more than 600 enterprise clients, we uncover more savings to invest, enable more business outcomes and create more influence overall. Just show us your data — we'll show you exactly where you can free up the working capital to do what matters more.

The Technology Business Management as a Service (TBMaaS) Manager will help implement and operationalize a Technology Business Management (TBM) solution designed to position executives with the knowledge to manage and communicate the cost, quality, and value of Technology services. The TBMaaS Manager will import, transform, and rationalize data from systems of record such as General Ledger, Fixed Assets, CA PPM, Asset Management, Centralized Application Repository, etc., and provide the insights to lead to effective decision making. Additionally, the TBMaaS Manager will provide visibility into planned, actual, and forecasted spend, drive stakeholder accountability, and will react with quick, accurate TBM data adjustments as the business needs change. The TBMaaS Manager's role involves close collaboration with Technology, Finance and Business professionals at all levels within the client's organization potentially.

## KEY ACCOUNTABILITIES

- Implementation:
  - Lead Apptio technical implementation
  - Import, transform, rationalize and automate data flow from systems of record
  - Works on analysis of complex issues and coordinates the documentation of business needs
  - Define, prioritize, communicate, and secure agreement on initiative objectives and scope
  - Participates in the creation of technical documents and high-level solution designs
  - Participates in the development, testing and implementation of system specifications
- Steady-State:
  - Collaborate with IT Finance on IT total cost of ownership, financial metrics, and cost transparency initiatives
  - Acts as subject matter expert in systems and technologies
  - Recommends best practices for delivering business solutions
  - Schedule and run Apptio Datalink connectors for data loads into Apptio
  - Manage the Datalink server (Linux RHEL)
  - Troubleshoot issues with data uploads
  - Export of data from Apptio to external systems
  - Design and Configure Reports in Apptio
  - Respond to ad-hoc queries from business partners
  - Coordination with Apptio for platform upgrades and feature requests

- Create professional quality project artifacts
- Stretch areas
  - Identify key business implications from analytics, research and from in-person communication
  - Identify and communicate risks and issues as well as possible solutions
  - Perform detailed data extraction, synthesize information to see the big picture, and summarize the result for presentation to various audiences

## SKILLS

- Experience operating Apptio R12 (or newer)
- History of analytical and problem-solving skills
- Strong to expert skills in data manipulation with tools like MS Excel (macros and pivot tables), Access, SQL, BI tools, etc.
- Strong working knowledge of PowerPoint, Word, Visio
- Skilled in planning, organizing, prioritizing, and executing work
- Creative and innovative thinker, willing to explore ideas and make impacts, improvements, or change
- Self-directed and self-motivated, with the ability to manage multiple projects and deadlines, with tight deadlines
- Must take initiative to explore industry standard best practices
- Strong fit with Advocate consulting culture, values, and operating philosophy
- Ability to communicate, verbally and in writing, effectively with all levels of the organization
- Strong sense of urgency with the ability to manage competing priorities

## QUALIFICATIONS

- Bachelor's degree from a top tier college/university in business or technology
- 5+ years of business and/or technical consulting experience for a mid to large size professional services, managed services, or IT outsourcing firm
- Advanced proficiency with Microsoft Office, Visio, Salesforce.com, and Project software
- Respected presence and ability to lead and support sales cycle for consulting offerings
- Must provide Proof of Right to Work in the United States on the I9 Form

## OPPORTUNITIES

- Engage in industry leading organization at the forefront of new technology management techniques
- Work daily with Fortune 500 Global Clients
- Opportunity for rapid career advancement
- Client facing position with the opportunity to make a direct impact on business growth, practice innovation and talent development
- Join a company named to the **Inc. 5000** list of Fastest Growing Companies for **eleven consecutive years**
- Named one of the Top 150 Workplaces by The Atlanta Journal-Constitution

## REWARDS AND BENEFITS

- Competitive base pay
- Incentive bonus plan
- Industry Competitive Health and Welfare Benefits
- Company matched 401(k) with immediate vesting
- Two paid days off for community service
- 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

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