

Title	Practice Leader
Business	Disruptive Technologies
Reports to	SVP of Advisory Services

Advocate is a consultancy of IT advisors and data scientists dedicated to helping companies optimize their technology and describe the value it drives through the business utilizing the Technology Business Management (TBM) framework. 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 use of technology. That’s how we help clients Do What Matters More

Reporting directly to the SVP of Advisory Services, the **Practice Leader – Disruptive Technologies** is responsible for the financial health, performance, and growth of the practice, including solution sales (jointly with separate dedicated sales team) optimization of services portfolio, and delivery execution. The Practice Leader is also responsible for building and management of an organization comprised of skilled professionals focused on delivery of high value consulting services with emphasis on Technology Business Management, data center, co-location, managed IT services, ITSM/ITIL, IT infrastructure / Infrastructure as a Service (IaaS), Security, Voice over IP telephony (VOIP), Unified Communications (including UCaaS), and Contact Centers (including CCaaS).

RESPONSIBILITIES

- Develop and execute an annual Practice Operating Plan
- Own and expand the Practice Services Portfolio, including services definition and development, thought leadership, and coordination with Marketing on go to market strategy
- Sales execution support including fostering of senior level client relationships, solution design, authorship of proposals and Statements of Work (SOWs), new account development, and “farming” in existing accounts
- Identify and develop partnerships with key technology solution providers and select channel partners that can expand the Advocate solution set
- Develop key industry analyst relationships and participate in industry events to strengthen Advocate brand.
- Define and implement key operating and performance metrics for the Practice and report bi-monthly versus the Operating Plan
- Define, expand and set new operating standards for client communications, consulting service delivery, resource planning and assignments, quality assurance and farming
- Ensure consulting project level financial controls and provision of data for corporate analysis and planning
- Lead individual consulting projects as needed to achieve operating plan and client satisfaction (“hands on”)

SKILLS

- Strong fit with Advocate culture, values, and operating philosophy
- Outgoing, articulate, driven, focused, and passionate individual with the ability to lead, coach, and develop people across all levels of the organization
- Services delivery leadership experience including strategy, cost analysis and procurement, cloud and hosting solutions, data center and IT infrastructure, mobility and modern communications technologies, and security
- In-depth knowledge and experience with modern IT architectures, carrier-based telecom and network services, IT systems and vendors, and cloud, hosting, and data center vendors
- Demonstrated entrepreneurial spirit with an existing network of talent and clients
- Exceptional customer relationship development and management skills
- 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 in a fast-paced environment



- Ability to think outside the box to solve problems and achieve goals

QUALIFICATIONS

- 4-year college degree and advanced graduate degree (preferred) from a top tier college/university
- 10+ years of diverse and intensive business, leadership, and technical experience relevant in two or more of IT/Cloud Services: Data Center, Infrastructure, LAN/WAN, cloud/managed services, ITIL/ITSM, UCaaS, etc.
- 8 to 10 years of delivery experience in strategic, management, costing, and/or technical consulting services
- 5+ years in management experience for mid, large, or global consulting practice, managed services, or IT outsourcing firm including project/program management of large scale infrastructure transformations such as network and/or data center migrations
- Proven ability to design complex solutions, participate actively in sales process, and close new business
- Proven ability to build and manage a multi-site organization on a regional or national scale
- Well organized individual who pays great attention to detail and is capable of significant creativity
- Strong project management and communication skills at all levels of the organization
- Technical or process certifications are preferred, such as ITIL, CISSP, PMP, etc.
- Advanced proficiency with Microsoft Office, Visio, and Project software
- Experience with Salesforce.com (preferred)
- Ability to travel between 25% and 50% of the time
- International services delivery experience is preferred, but not required
- 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 150 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
- 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:

https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=29440679-d847-41e4-b32c-797f44374111&ccld=19000101_000001&type=JS&lang=en_US