



Title	Network Solutions Manager II
Business	Insider Marketplace Operations and Order Management
Reports to	Manager

Since 2001, Advocate, the Cloud and Connectivity Insiders, has helped more than 600 global enterprises transform and optimize their cloud and connectivity services, while achieving \$20 Billion in cumulative savings. As Cloud and Connectivity Insiders, we have more expertise and data to work with which is why we deliver an average of 25 percent savings and a 10-to-1 return on investment. Smarter. Together.

We are seeking a **Network Solutions Manager II** to join our team within our Insider Marketplace Operations and Order Management team and lead the implementation efforts for Advocate clients. 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. 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. If your expertise encompasses past success leading implementation of cloud, mobility, network connectivity, and/or collaboration technology then look no further for your next challenge and growth opportunity! At Advocate, you have the chance to partner everyday with the industry's best and brightest in a unique work environment while providing transformation execution for Fortune 1000 clients.

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 ensure they complete any activities that they need to perform
- Assist with account audits to ensure contract and billing accuracy (as needed)
- Provide support for escalation activity related to MACD order, when necessary
- 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
- Provide lifecycle account support to Insider Marketplace customers including but not limited to assessing requirements for complex customer quoting requests, complex order activity, bill review and trouble management.
- Gather customer requirements by questioning and interpreting input from key client contacts for complex MACD activity.
- Support multiple project implementation timelines, resources, deliverables, and overall project quality.
- Analyze the procedures, products, and business practices of the client to align with Advocate's policies and procedures and negotiate mutually acceptable solutions and alternatives when necessary – making recommendations on best practices.



- Develop, model and provide subject matter expertise on the automation of implementation and quoting processes across tools, interfaces and/or systems in place, or planned, by Advocate

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
- Ability to build value and maintain relationships with Advocate and Client organization stakeholders
- Possess a creative approach to problem solving
- Experience with circuit provisioning across various providers
- Experience operating in a transactional environment driving implementation of common components (e.g. circuit, mobility, cloud instance) across multiple clients

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.)
- 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 **ten 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, click on the link below to apply:

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