

Engagement Manager

Who We Are

Five9 Technologies is a leading management consulting firm that specializes in business transformation through IT process best practices. Our approach to process improvement drives optionality, which enables business transformation and delivers: cost control, compliance and risk mitigation, improved IT services and growth through innovation. Five9 provides measurable services in three crucial business areas: Strategic Services, Organizational Transformation and IT Business process Improvement

To learn more about Five9 Technologies, please visit our website at www.five9technologies.com

The Role

Five9 Engagement Managers are customer-facing resources responsible for (1) ensuring the success of client projects; (2) routinely adding to the Five9 methodology and intellectual property; and (3) continuously increasing their knowledge and expertise.

Expectations

Project Management

Supervise project teams on client projects.

Communicate potential project risks.

Communicate any perceived out-of-scope customer requests.

Convey anticipated date variances versus project plan.

Client Project

Perform the Workshop Facilitator role on customer engagements.

Facilitate meetings to ensure meeting objectives are met.

Document process flows, meeting notes, action items and follow-up issues.

Participate in internal Five9 and customer meetings, interviews and other activities in support of projects.

Produce high-quality customer deliverables and other documentation.

Write clear and professional documentation consistent with Five9 standards.

Prepare complete and accurate business process flow diagrams for delivery to clients.

ITIL

Exhibit expertise in multiple areas of the IT Infrastructure Library framework.

Provide subject matter expertise in sales support, client meetings and workshops.

Present at industry conferences and local interest groups.

IT Infrastructure Library Manager certified.

Other Expectations

Contribute to the Five9 methodology and intellectual property.

Display ability to work independently and make decisions within the scope of subject matter expertise.

Participate in Five9 career development opportunities such as Five9 University, ITIL training and other training offered by the company.

Support sales efforts with development of RFPs, SOWs, etc.

Key Performance Indicators

Billable utilization.

Customer satisfaction ratings.

Progress on Five9 action plan.

Requirements

Willingness to travel 80% of the time.

ITIL Manager Certification.

Skilled in MS Office products including Word, Excel, PowerPoint, Project and Visio.

Excellent written and verbal communication skills.

Outstanding customer-facing skills.

Bachelors degree in Computer Science, Business or related field or equivalent work experience required.

Masters degree in Computer Science, Business or related field is a plus.

Understanding of technology to a level of proficiency necessary to speak with authority in client interactions.

7-10 years of relevant experience.

Disclaimers

This job description is intended to communicate the major attributes of the job. Five9 reserves the right to modify this job description subject to business needs. Employment at Five9 is “at will” and this document is in no way a contract between Five9 and its employees.

Equal Opportunity Employer

It is the policy of Five9 Technologies to apply recruiting, hiring, promotion, compensation and all of its other employment and professional development practices without regard to race, color, creed, religion, national origin, citizenship, sex, age, disability or handicap, veteran status, marital status, sexual orientation or any other characteristic protected by law.