IT ENGINEERING MANAGER | TECHNOLOGY EVANGELIST

JOB DESCRIPTION

ABOUT THE POSITION:

Founded in 1996, IntraSystems is a highly respected IT consulting company, managed services provider, and systems integrator that specializes in the deployment and delivery of IT infrastructure, virtualization services, security, and cloud solutions. Due to recent ongoing and continued business growth expectations, our Engineering team is looking to expand.

The IT Engineering Manager/ Technology Evangelist provides leadership to the team comprised of delivery engineers as well as collaborates with sales, engineering, and technical support resources to ensure proposed deals include technical solutions that accurately address customer needs and are appropriately supported by key customer technical decision-makers.

OBJECTIVES OF THIS ROLE:

- Support the sales staff and work independently with customers to assist A2U as part of the pre-sales cycle
- Support the sales team by:
    - Providing technical support for meetings
    - Researching technologies and solutions
    - Providing technical information for the creation of project documentation/proposals
- Work alongside the delivery team and clients to ensure the proper functionality of A2U implementations
- Help meet financial metrics by ensuring optimum utilization and billing of the delivery resources
- Coach, mentor and grow internal talent
- Build strong customer relationships and to lead customers through challenging technology decisions
- Provide exceptional customer services via phone and email, and in person as appropriate
- Facilitate and lead client configuration planning meetings for specific technology projects
- Be process and metrics driven and focus on continuous improvements

REQUIRED SKILLS & QUALIFICATIONS:

- Degree or postgraduate certification in computer science, software development, information systems or equivalent work experience in Enterprise IT preferred
- Five+ years of experience supporting, administering and architecting mission critical virtualized Enterprise Systems.
- Two+ years of consulting experience preferred
- Five+ years of managerial experience
- Microsoft Solutions Experience (Hyper-V, Exchange, SQL, Office 365, Active Directory, GPO)
- VMware Solution Experience (vSphere, Horizon, AirWatch, VSAN)
- Understanding of Hyper-Converged Infrastructure (HCI)
- Experience troubleshooting issues with VDI such as connection problems, application failures, slow response or boot issues
- Scripting experience with Windows PowerShell
- Ability to architect Enterprise IT Solutions
- Ability to create and present IT solutions to customers
- Able to learn technical concepts quickly and apply them effectively
- Superior written and verbal communication skills
- Able to troubleshoot and research issues, using internal and external resources such as technical forums and knowledge bases available through the Internet
- Self-motivated individual, able to work independently or on a team
- Able to grasp the "team player" concept, even when working individually
- Ability to multi-task several mission critical tasks/projects with minimal supervision

BENEFITS:

- Health coverage with dental, vision, disability, and life insurance
- 401k plan offerings
- Paid vacation, PTO and company designated holidays

WORKING CONDITIONS:

- Full-time, normal business hours of Monday – Friday with occasional evening/weekend work as company needs/operations dictate. Within reason, carry mobile phone for availably off-hours.

PAY PERIOD:

- Bi-weekly, paid on Fridays

REPORTING:

- The IT Engineering Manager/Technology Evangelist position reports directly to the Chief Technology Officer.