



## **Director of Managed Services, Professional Services**

**Ref:** ING296

**Location:** North America Or United Kingdom / Work from Home

**Position Type:** Full time/Permanent

Reporting into the VP, Professional Services, the Director of Managed Services is accountable for the successful delivery of all Ingenta Managed Service engagements and to provide a continuous revenue stream for Managed Services on a global basis, creating new service lines and enhancing and maintaining existing services.

The Director of Managed Services provides leadership, direction, and guidance to the Managed Services team to ensure high standards of delivery and smooth running of our Managed Service engagements.

Responsible for monitoring and managing key Managed Services KPIs including profitability, billable utilisation, revenue delivery (actual vs expected), margin, whilst identifying areas of improvement in relation to:

- Contractual Compliance
- Customer Satisfaction
- Resourcing and Scheduling
- Processes and Quality
- Offshore Resource Management

### **General Management**

- Provide strategic leadership, oversight and management for IT professionals
- Develop and maintain a team through coaching and performance management
- Build strong client relationships
- Support Ingenta Account Management in cross-selling and up-selling additional Managed Services

### **Delivery Management**

- Experience working with offshore resource providers to augment the core Managed Services resourcing
- Set, and deliver against, strategic and tactical priorities that align with business objectives
- Ensure that relevant SLAs are captured, validated and reported
- Develop and manage plans and strategies to improve performance, reliability and operational cost-effectiveness
- Manage the Ingenta Managed Services Resourcing and Scheduling – right people on the right projects at the right time
- Ensure that strong processes are in place for Managed Service engagements to follow. Ensures consistency of processes across all Managed Service engagements
- Responsible for the maintenance, ongoing delivery, and solutions growth into existing clients
- Leads/Participates in Service Reviews as required
- Act as a point of escalation as required
- Ensure all engagements are being monitored and reported upon in an efficient and consistent way both internally and externally
- Responsible for full end-to-end management of the managed services lifecycle from, but not exclusive to; templates in/out, proposals in/out, framework negotiation and operational support, service escalation, client reviews and overall engagement within the customer
- Lead all improvement initiatives relating to reporting, monitoring and risk management across Managed Services

## **Commercial Management**

- Set, and deliver against, strategic and tactical priorities that align with business objectives
- Ensure that estimates are validated and reviewed according to an agreed best practice approach
- Support sales and Account Management in pre-sales activities including client meetings and production of proposals in relation to Managed Services as required
- Support the Sales team with proposition development in relation to Managed Services
- Ensure that the Managed Services team work collaboratively with Account Managers to identify and fulfil new business opportunities
- Ensure that financial objectives for all Managed Services are met
- Take responsibility and work closely with support divisions regarding contracts, invoicing, payment chasing, etc, being fully aware of any debt position within the division and ensuring all debtors fall within specified payment terms
- Understanding of targets and forecasting of revenue anticipated from each client relating to Revenue, Profit, Margin
- Manage and monitor the Managed Services forecast and budgets in-line with Ingenta financial reporting cadence
- Develop costing models for managed service offerings
- Ensure that all commercial activities within the team are optimized from a profitability / margin perspective

## **The Successful Candidate will have:**

- Ability to work tactically and perform strategically
- Proven new business and account management experience within managed solutions
- Target driven with ability to work to deadlines
- Excellent documentation skills
- High degrees of initiative, independent working, and leadership skills
- Experience in managing offshore resource teams
- Ability and experience of managing services to contract

## **Experience/Qualifications**

- 5 to 10 years of operations management experience leading high-performance teams
- Strong analytical and numerical skills
- Strong organizational and team leadership skills
- Advocate for proven standardized processes and methodologies
- Experience managing budget, cost, and pricing of Managed/Support services
- Experience with monitoring and metrics of a global Managed Services business
- Educated to degree standard (desirable but not essential)

## **Benefits: (US only)**

We offer a comprehensive benefits package including:

- Healthcare Scheme
- 401 (k) Plan
- Flexible working

If you are interested in this exciting role please forward your CV and current salary requirements to [recruitment@ingenta.com](mailto:recruitment@ingenta.com) **quoting job reference ING296.**

Ingenta is an Equal Opportunity Employer (EOE).

## **About Ingenta**

Ingenta is a publicly listed and independent company with a 40-year history of creating and providing reliable software products and services and over 30 years running rights royalty management that can support any industry.

Ingenta's mission is to be a strategic partner in providing functionally superior solutions that allow companies to operate effectively and securely while being able to take advantage of technical advancements in a controlled way. The company works with all sectors but specializes in the trade, scholarly, academic, and educational areas.

Our employees are full time staff members that are highly experienced professionals who are passionate about their field and located in your regions. Ingenta has been here from the beginning so we know exactly what it takes to operate your business online. Take advantage of our experience and knowledge to unlock your tomorrow today.