

ABOUT BLUELOCK

Bluelock, a certified VMware vCloud[®] Datacenter Services provider, delivers enterprise-class cloud computing and managed IT services, offering the people, expertise and IT infrastructure in world-class, SAS-70 Type II certified datacenters. By leveraging VMware technology, Bluelock is able to provide hosted virtual datacenters to the enterprise that are fully compatible with their existing VMware investments, enabling their hybrid cloud strategy. This approach provides a common management and security model that enables complete workload portability between internal data centers and the Bluelock public cloud. Bluelock is a recognized leader nationally and locally for their innovation and growth. In 2009, VMware named Bluelock their Americas Service Provider Partner of the Year. The Indiana Economic Development Corporation named Bluelock as one of 50 Indiana “Companies to Watch” in 2009. Techpoint awarded Bluelock the Information Technology Gazelle Company award in 2010. Bluelock is a Collina Ventures company and privately-held. More information at bluelock.com.

POSITION SUMMARY

The Engagement Manager is responsible for the strategic Client Relationship for designated Clients. The main priority for the Engagement Manager is ensuring an unsurpassed Client Experience. This is achieved by leading the activities of the Client Engagement Team that provides first-line services to the client and by managing the interfaces to internal and external partners. The Engagement Manager is an advocate for the Client.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Lead day-to-day client activities and improvements
 - Team may consist of internal Bluelock employees and partner companies
- Prioritize/Escalate
 - Prioritize open tickets when needed
 - First point of escalation
 - Properly escalate problem tickets
- Critical Issue and Crisis management
 - Ensure systems are in place to communicate during events
 - Ensure contact information is available and accurate for clients
 - Defuse situations and bring group to common point of focus
- Monitor team ticket queues
- Maintain continuous communications with team client base
 - Email
 - Phone
 - Meetings in person
- New business analysis
 - Present business insights and strategies to the client
- Analyze Client metrics

- Provide summary reports to the team
- Alert team to potential Client dissatisfaction
- Alert team to trending anomalies
- Provide assistance to their team members
- Oversee the initial implementation of purchased software and services
- Support training efforts of new team members
- Advise customers in preparation for upgrades
- Continuing Training/Educating – Both self directed and Bluelock sponsored
 - Gain understanding of business strategies
 - Gather information on competitor technology
 - Stay abreast of industry trends in the business and technology

IDEAL PERSONAL PROFILE:

To perform the job successfully, an individual should demonstrate the following competencies to perform the essential functions of this position.

- **Customer Oriented** - Attentive and responsive to customer (internal and external) concerns.
- **Results Oriented:** Identifies, confronts and overcomes barriers to successful completion of a task or project; “puts first things first.”
- **Self-Aware** - Aware of your self impact on others; aware of yourself as an individual or of your own being, actions and thoughts.
- **Collaborative** - Encourages a participative process; has a “win-win” orientation.
- **Adaptable** - Capable of adapting to others and new situations; flexible; can handle multiple tasks.

EDUCATION, EXPERIENCE AND LICENSURE

- Bachelor’s degree or equivalent experience
- Excellent customer service and communication skills
- Excellent problem-solving and troubleshooting skills
- 5 years of Client Management experience
- Knowledge of servers/networks/virtual machines/storage
- Adhere to industry best practices and standards (ISO/ITIL)

CULTURE OF COMPANY

If you’re a motivated self-starter that shares our commitment to building a world-class organization you might be the right person for Bluelock. We believe that each employee who joins our staff is important to the success of our company and that each and every employee makes a difference. The key to our success lies in the hard work, dedication and commitment of our employees whose accomplishments we recognize with personal acknowledgement, competitive compensation, excellent benefits and opportunities for personal and professional growth and advancement. We are committed to attracting new employees as we grow as a company but believe that the key to our long-term success is the retention of current employees.

The above statements are intended to describe the general nature of a level of work performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of employees so classified. Management retains the discretion to add to or change the duties of the position at any time.

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