fpa TECHNOLOGY SERVICES, INC.
Computer Consulting & Custom Programming

I. Job Overview:

Department:	Consulting Services Group (CSG)	**Supervises:**	None
Reports to:	Director of Client Management	**Hours:**	9:00am - 6:00pm

Job Purpose: To manage and oversee successful client relationships based on the technical services delivered by FPA including the design, development, and implementation of projects, management of ongoing issues and tickets, meeting "uptime" and response goals all while ensuring overall client happiness. To generate the work from clients to be delivered by FPA service delivery staff by managing the overall technical architecture and solutions within the selected FPA service level agreement helping clients to meet their business objectives. This includes overseeing all tasks, meetings, client communications and FPA team members involved all while meeting FPA's Core Values.

Ownership: The complete client relationship lifecycle including: Technology Design and Change Management, Cost Detail Issuance, Client Status Meetings, Open Issue Management, Technical Database(s) & Documentation, Warranty & Maintenance Management, Client Backup Assurance, and Billing Review.

II. Essential Job Results:

Duties and Responsibilities

% of time	#	Description	Tasks
15%	1.	Client Management	• Serves as the lead relationship management role over a defined sub-set of FPA clients ensuring retention of the clients • Generates all technical solution sales and related service work to be performed by FPA service delivery staff (ie: owns complete client Cost Detail lifecycle) • Works with FPA technical and consulting resources to ensure tasks are completed consistent with requirements • Sends project status emails and correspondence with clients and FPA team members • Prepares for and leads recurring onsite client status meetings (quarterly and annually – depending on client service level) • Provides input and direction for initial TRP Reports and attends TRP Report delivery and presentation meetings • Ensures FPA quality standards are delivered to their sub-set of clients • Presents a professional and positive attitude while promoting FPA service offerings • Ensures the FPA Core Values are promoted and adhered to during all aspects of client interactions

Duties and Responsibilities (cont.)

% of time	#	Description	Tasks
35%	2.	Project Management	• Creates supporting materials (presentations, reports, etc.) for quarterly and annual IT Status Meetings with clients • Creates and maintains project plans, status reports, checklists, as well as technical and user documentation • Creates, updates, and manages client Open Issues • Drives approval process for Cost Details presented to Clients • Provides detailed task assignments and management ensuring all requested deliverables are met • Creates and monitors project budgets and Work Orders ensuring completion on time and within budget • Coordinates and ensures technical service delivery to clients are delivered meeting the FPA Way
40%	3.	Technical	• Performs and/or oversees senior technical consulting services including installation, configuration, administration, maintenance, and support of client servers, workstations, printers, and network components as needed • Oversees recurring network management and administration tasks on client networks based on FPA best practices • Performs network, desktop, and end-user technical support tasks as needed ("the last line of defense") • Oversees the health and "uptime" of client technology including workstations, servers, routers, switches, firewalls, and related infrastructure operating systems and applications ("owns the network") • Provides input to assist FPA Service Delivery with meeting client specific QOS metrics per client SLA • Determines and provides the specifications for technical solutions and related implementation services provided to clients via Cost Details
5%	4.	Administrative	• Attends CSG TAM meetings • Attends CSG Service Delivery Production meetings • Attends CSG Roundtable and general staff meetings • Creates and manages all client related documentation and information stored within CAS, RMM, and within their clients' CLICOD network folder meeting FPA operational standards • Enters detailed time entries in CAS daily • Creates FPA KnowledgeBase entries as needed
5%	5.	Certification, Training & Development	• Improves personal, professional, and technical knowledge • Provides input on the performance of FPA Service Delivery staff • Performs research and development of new technologies

Performance Factors

- Ability to manage high quality customer service driven relationships with clients
- Ability to efficiently and effectively perform the technical requirements
- Ability to effectively troubleshoot, problem solve with deep analytical skills
- Ability to prioritize effectively and work with a sense of urgency
- Ability to working independently with a significant "attention to detail"
- Ability to manage issues and projects to consistently meet deadlines
- Ability to work under pressure
- Excellent proactive verbal and written communication skills
- Effectively communicates with teammates and managers re: workflow, scheduling, and ETA's
- Consistently provides high quality and FPA standardized professional services
- Meets or exceeds the established metrics for the position

Position Metrics

- Ensures 95% annual client retention rate of their sub-set of FPA clients
- Ensures a 95% success rate of meeting defined project technical deliverables, timelines, and budgets
- Achieves 60% chargeable time per month
- Ensures 100% daily entry of accurate timesheet entries into our Client Activity System

III. Qualifications and Specifications:

Typical Minimum Requirements

Technical Requirements:

- Knowledge and technical skills implementing and supporting the following "Windows stack" technologies: servers, workstations, storage, virtualization (servers and desktops) and related network components
- Knowledge and ability in implementing and supporting routing, switching, and firewalls for TCP/IP networking (including VLANs and WAN technologies such as MPLS networks and load balancers)
- Knowledge and experience implementing, administering, and supporting the following technologies:

o MS-Windows Server	o VMWare vSphere EnterprisePlus
o MS-Exchange Server	o Citrix XenApp, XenDesktop, and
o MS-Windows RDS Server	Netscaler
o MS-SQL Server	o Cisco, SonicWALL, and Juniper
o MS-IIS Server	Routers and Firewalls
o MS-Active Directory	o Dell, HP, & Cisco Switches
o MS Group Policy	o Dell & HP Storage Arrays
o MS-Windows Professional & Enterprise	o Dell & HP SSL-VPN Appliances

Typical Experience:

- Three to five years experience successfully managing technical client relationships for 25-150 user environments
- Two to three years experience implementing and supporting enterprise level Windows Server, RDS, VMWare, Storage solutions, and Citrix in live production environments or
- Two to three years experience implementing and supporting SMB level Windows based technology infrastructures in live production environments
- Two to three years experience implementing and supporting routing, switching, and firewalls for TCP/IP networking
- Experience working directly with technical managers as well as non-technical end users

Performance Abilities:	• Professional demeanor • Excellent interpersonal skills • Excellent pro-active verbal and written communication skills • Organized: Able to manage and complete multiple projects simultaneously • Detail Oriented: Able to apply consistency throughout the work product • Efficient: Effective at producing required results in a short amount of time • Strong communication: both written and orally (consistent, efficient, and effective) • Pro-active: able to note things that need to be done without being prompted and proactively address them • Follows direction yet applies judgment and has FPA's best interests at heart • Team member yet knows when to work independently • Ability to communicate effectively with other professionals and firms in client related matters
Physical and Other Requirements:	• Substantial periods of work utilizing a computer, monitor, keyboard, and mouse • Must possess mobility to work in a standard office setting and to use standard office equipment, including a computer, monitor, keyboard, and mouse • Stamina to maintain attention to detail despite interruptions • Vision to read printed materials and a computer screen • Hearing and speech to communicate in person and over the telephone • Possesses reliable transportation with the capacity to transport equipment such as workstations and Servers • Possesses reliable transportation to work outside of standard work hours when needed • Capable of lifting up to 50 pounds (from time to time)

Note: *This Job Description is not intended to describe every element of the position. From time to time, staff may be asked to perform various job related duties not listed above.*