Customer Technical Manager

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Company: GTT

Location: United Kingdom

Category: other-general

Job Title: Customer Technical ManagerLocation: UK, remoteGrade: Individual contributorAbout GTT:GTT provides secure global connectivity, improving network performance and agility for your people, places, applications, and clouds. We operate a global Tier 1 internet network and provide a comprehensive suite of cloud networking and managed solutions that utilize advanced software-defined networking and security technologies.We serve thousands of businesses with a portfolio that includes SD-WAN and other WAN services, internet, security, and voice services. Our customers benefit from a customer-first service experience underpinned by our commitment to operational excellence. For more information on GTT, please visit www.gtt.net.Role Summary: GTT's Technical Management offering is a consultative, value-add professional services that provides a tailored experience to their client base.The Technical Manager is an expert in the (software defined) networking area (VMWare, Aruba Silverpeak and Fortinet) and in the security area (Palo Alto and Fortinet).The Technical Manager is to own the technical integrity of a customer solution, understand the wider context of the solution with the customer and how it aligns with their business, bringing a holistic ITIL based Service Management structure to some of GTT's most important Managed Customers.The Technical Manager will work on multiple client accounts and must have the ability to develop and present client solutions to leadership and technical teams.In addition, the Technical Manager will be required to lead and assess risks imposed by technical solutions Jond advise clients of security standards, best practice, and solutions to address any risk.The individual will be required to contribute technical responses to RFI and RFPs and to assist customers with security and network

audits.Job Scope:Interacts with Sales, Field and Central Operational teams to ensure highest quality in the delivery and support of customer service solutions. Duties and Responsibilities:Delivering Professional Services engagements in-line with an agreed scope to the acceptance of the client.Enhancing the client experience by displaying flexibility, technical excellence, agility, ownership, and responsibility.Becoming an invaluable partner to the client.Monitor industry networking updates, technologies, and best practices to improve overall network management and to remain informed of new technical developments and trends in the industry.Own the customer solution lifecycle from initial customer order onwards, highlighting and managing risks, issues, and the changing requirements of the solution as needed.Ensuring that the customer solution is accurately recorded in systems and documentation.Assisting in the creation of service reports and attending regular service review meeting as and when required.Be the customers advocate in all technical matters related to their solution.Act as a primary technical interface to customers for addressing high level concerns on operational performance and for interpreting their change requirements into standard orders or where unavoidable creating customer specific environments to satisfy such requirement.The Technical Manager needs to be able to understand the business processes of our customers and transform them into services based on GTT's infrastructure and service catalogue.Act as (security) technical escalation for the central incident management teamEnsuring that the services we deliver meet the agreed service levels and that we have the necessary IT service management processes OLA's and contracts with 3rd parties in place.Regular attendance at customer locations.International travel may be required.Required Experience/Qualifications:Minimum 5 years' experience in the industry.Demonstrable experience of working autonomously in a multi-vendor enterprise scale environment.Working knowledge and/or general understanding of technology methodologies such as ITILProfound understanding and working experience in the security area (SASE, DLP, CASB, SaaS API and SAAS inline, IDS/IPS, Sandboxing, etc…)Knowledge and working experience in:Routing and switching on various platforms up to engineering levelCisco expert and Juniper expertNext-Gen Security and Cloud Security (Palo Alto, Fortinet)SD-Wan technologies (Aruba Silverpeak, VMWare, Fortinet)Cloud providers (Azure, AWS, Google)Demonstrable experience of turning business requirements into architectural building blocks.Demonstrable awareness of the financial impact of strategic / operational decisions and the ability to identify opportunity for cost reductions.Experience of working on major international and global

accounts.Hours/Travel:International travel may be required. Core Competencies· Planning: Tactical, Strategic: Knowledge of effective planning techniques and ability to contribute to operational (short term), tactical (1-2 years) and strategic (3-5 years) planning in support of the overall business plan.· Analytical Thinking: Knowledge of techniques and tools that promote effective analysis; ability to determine the root cause of organizational problems and create alternative solutions that resolve these problems.· Flexibility and Adaptability: Knowledge of successful approaches and techniques for dealing with change; ability to adapt to a changing environment and be comfortable with change.· Problem Solving: Knowledge of approaches, tools, techniques for recognizing, anticipating, and resolving organizational, operational or process problems; ability to apply knowledge of problem solving appropriately to diverse situations. Universal Competencies· Continuous Improvement: Knowledge of transformation initiatives to drive fundamental changes, enhance responsiveness and efficiency to core business practices. Ability to drive cultural changes from best effort to results oriented.· Customer First (Customer Facing): Knowledge of customer interactions, creating a culture of accountability, collaboration, and partnership. Ability to build an environment supporting customer value creation at every level.· Operational Excellence: Understanding the system-driven processes for consistency and scalability. Ability to re-focus processes and systems from integration activity to maximizing a positive customer impact and anticipating future trends.

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