

Changepoint is a leading provider of project and portfolio management, enterprise architecture and professional services management applications servicing global customers. We help companies connect their strategic objectives with the execution of their business initiatives and technology projects. Our software applications enable organizations to think about their technology investments, shape the way those investments are made and do high-impact projects in a well-managed way. Our products include Daptiv PPM for effective project portfolio management, Changepoint PSA for services and contract-based projects and barometerIT for Enterprise Architecture, Application Portfolio Management, analysis and insights. With more than 20 years of operating experience in our markets, our team includes 200+ employees operating in 7 countries. We have strong institutional backing by Marlin Equity Partners, a global investment firm with more than \$3 billion of capital under management.

OVERVIEW:

The Director, Technical Services position is responsible lead the Changepoint delivery resources and partners in the execution and delivery of technical services. These services include integrations, customizations, and report development. The position will drive effective delivery and be a partner to the Changepoint Customer Enablement (Professional Services) delivery team for the execution of these specific services with customers. The Director, Technical Services is responsible to deliver against Revenue, Margin, Utilization and Bookings goals within a fiscal year and will staff and enable the team appropriately to achieve the corporate goals. They are expected to be very familiar with software development and quality assurance techniques, project implementation methodologies and continuous improvement strategies.

RESPONSIBILITIES:

- Manage the development and execution of *Technical Services* relating to software integrations, report development, modifications and customizations for the Changepoint product suite
- Drive revenue and profitable growth within technical services
- Expand the services offerings within technical services
- Align Technical Services with the Changepoint Product Management and Development teams
- Staff, manage and develop/mentor technical resources; retaining and motivating the best and brightest employees
- Partner with Sales and Customer success to discover technical services solutions for generating revenue and increasing customer satisfaction.
- Continually improve the surrounding processing that govern the execution technical services
- Improve and measure the customer experience and resulting customer satisfaction regarding technical services
- Develop and monitor key performance metrics to assess the success of the team and individuals
- Maintain the professional services automation tool to efficiently manage the business.
- Optimize communication and ensure effective knowledge transfer and hand-offs between related Changepoint departments such as Product Management, Product Development, implementation delivery teams, customers and Customer Success
- Complete regular employee reviews, assessments and development plans for direct reports
- Deliver against stated strategic objectives and goals for the Changepoint Professional Services organization

SKILLS

- A technical background with an understanding of development and integration techniques
- A continuous improvement mindset
- An operational process leader who demonstrates the ability to 'lean' a process to drive out waste
- Agile thinker

- Strong business acumen
- Demonstrates Emotional Intelligence
- Ability to manage a technical services business against goals and targets related to bookings, billings and margins
- Ability to develop clear understandings of customers' needs and the ability to incorporate them into a solution
- Highly self-motivated and self-directed
- Ability to effectively prioritize and execute tasks

LEADERSHIP COMPETENCIES:

- An experienced manager able to motivate their team to achieve the strategic objectives and goals of the Professional Services organization
- Build and foster strong relationships with peers, cross functionally and with partners outside of team
- Fast learner and able work ethically, effectively, and professionally under pressure
- Creates a learning environment, open to suggestions and experimentation for improvement.
- Ability to challenge the status quo, conceive, get buy-in, and implement innovative ideas that can benefit the company and customers
- Embraces the ideas of others and nurture innovation and operation excellence
- Strong interpersonal and oral and written communications skills with ability to effectively interact with customers at all levels of customers' and internal organization
- Continually strive to improve inter-personal, management, functional, and technical skills set.

QUALIFICATIONS:

- Bachelor's degree required; advanced degree desirable
- 7+ years professional services/technical experience in a related industry
- Knowledge of Dell Boomi IPaaS Solutions preferred
- Experience in managing technical teams including business analysts, software engineers and quality assurance resources
- Experience in managing highly complex software development and/or integration projects
- Experience in continuous improvement and operational process development
- Experience in the measurement of customer satisfaction
- Solid project management experience, especially with complex enterprise software
- Experience in the enterprise software market
- Excellent human relations skills with demonstrated relationship interaction at all levels of an organization, including C level executives
- Excellent oral and written communication skills

Location: Remote or Office; Must be able to travel as needed up to 10%
Reporting Relationship: Reports to the Chief Customer Officer