As a strategic service provider, Internetwork Engineering (IE) provides customized technology solutions that make a positive business impact for mid-market and enterprise clients throughout the Southeast. We're helping healthcare companies provide world-class care, educators inspire learners wherever and whenever, and governments deliver smart services while conserving precious resources.

These are just a few examples of the exciting and challenging work we perform every day. To continue our success, we need the best and brightest minds to join the IE family. We're growing and are looking for top performers who are passionate, team-oriented, inspired by the possibilities of tomorrow and able to inspire others. If your goal is to help solve complex problems for large businesses and organizations that have a purposeful impact on people's lives, we want to hear from you!

We provide a challenging, fun, and fast-paced work environment with a focus on personal and professional growth and work-life balance. If you're ready to take the next step in your career and provide meaningful business and technology advice with exceptional customer service, apply by emailing your resume and a cover letter to: careers@ineteng.com.

The role of the **Customer Lifecycle Consultant (CLC)** is to assess customer business initiatives along with the desired outcomes and ensure these objectives are aligned to IE technology solutions that can achieve these goals while satisfying the requirements of the IT department. To accomplish this, the CLC will uncover business goals through ongoing consultative engagement with IE customers, develop use cases which map business goals to technology features and functions, identify technology user personas which are impacted by each use case, create customized training tailored to ensure the technology is fully utilized by each persona, and monitor technology adoption over time to ensure that desired business outcomes are positively impacted.

The functions of the CLC will benefit IE by increasing our value to the customer while preserving customer loyalty through the identification of net-new resale and service opportunities and producing greater technology and business alignment between the customer and IE. IE customers will benefit from the more rapid deployment and adoption of new technologies, a measurable reduction in the cost of technology adoption, and reduced risk in realizing a positive return on investment for technology initiatives.

The Customer Lifecycle Consultant is an integral part of the IE sales team, but will interact with many other departments within IE. The sales team will identify high-value IE customers or customers with planned technology purchases and/or renewals that warrant direct involvement from the Customer Lifecycle Consultant. For identified customers, the CLC will first meet with the account team to review existing account plans and gain an understanding of current sales motions and strategies.

For identified sales motions, the CLC will be engaged early in the sales cycle to meet with the customer, virtually and in-person, to identify underlying business needs which are driving the purchase of technology. This will require learning the customer's organizational structure to identify project stakeholders, and gaining access to these stakeholders to understand and document their business needs, desires, and challenges.

From the identified business goals, the CLC will work with IE's Solution Directors and presales engineers to determine the technologies that will accomplish the customer's business goals, and how. For these, the CLC will create use cases targeted at project stakeholders and their teams which identify the technologies to be used, how they will be used, and the expected impact. The CLC will then review these use cases with project stakeholders to gain approval or determine necessary changes. For all approved use cases, the CLC will also identify metrics that represent the current state of business processes, determine how these metrics are derived, and gain agreement on what would represent a tangible improvement.

The CLC will work with the IE presales team to provide input on the development of professional services statements of work to ensure that these accurately represent the business needs and use cases to be addressed by the project, and metrics that represent them. Once professional services business is awarded to IE, the CLC will meet with the project engineering team lead(s) to review the statement of work and use cases to ensure these are accurately incorporated into the project's pre-build design. The CLC will then maintain regular communication with the project delivery team to validate progress against the project's stated goals. This will include input into the creation of training for end users, tailored to identified use cases, to ensure end users are properly enabled on the technologies being made available to them and how these technologies affect their business processes.

Throughout the project, the CLC will collect and review identified metrics to ensure that progress is being made against them. At the conclusion of the project, the CLC will work with the project team to ensure the project closeout document accurately reflects the project's business goals and improvements noted based upon the collected metrics.

The CLC will maintain regular communication with IE's customers following the completion of the project to gauge ongoing progress using the identified metrics. In addition to business metrics identified, this will include review of systems usage to ensure that end users are actively using the systems deployed. Where user adoption issues are identified, the CLC will propose ongoing training to foster further end user adoption. Further, the CLC will gather and interpret data from IE tools regarding our customer's existing technology infrastructure and will proactively communicate with our customers and IE sales team regarding recommended upgrades due to assets which require replacement (e.g., end of lifecycle, lack of support, security vulnerabilities, etc.).

The Customer Lifecycle Consultant will be an integral part of customer-facing sales activities. As such, the candidate should be personable, polished, and communicate at an executive level with confidence and clarity. Oral and written communication with customers, partners, and internal personnel will be frequent duties. Public speaking and presentation to groups will also be required. Frequent interaction with customers is expected. The CLC will focus on establishing trust and rapport, differentiating IE through its consultative approach, and solidifying Internetwork Engineering as the solutions provider of choice. The CLC will serve as an advocate for the customer, and will work to ensure the satisfaction and success of customer initiatives. The CLC will strive to complete activities in a timely manner such that the duration of the sales cycle is not lengthened.
In addition to tasks stated above, the Customer Lifecycle Consultant will be responsible for becoming knowledgeable of the various incentives and promotions provided by IE's manufacturer partners that are aligned with the duties of the CLC, identifying IE projects that are good candidates for submission

into these programs, tracking and managing IE projects within the parameters of the manufacturer programs, and reporting the progress of these submissions to IE management on a regular basis.

The Customer Lifecycle Consultant is expected to be based in the Carolinas, with preference being given to candidates in the greater Charlotte, NC area.

What you'll do:

· Build trust and rapport with customers while developing an understanding of their business and identifying solutions that address their needs
· Provide input into professional services statements of work so that they clearly define business needs that our projects will address and how we will measure success
· Coordination with the IE Project Management Office and Engineering Delivery teams to ensure desired outcomes are understood and monitoring of projects to validate that desired business outcomes are being delivered
· Maintain current knowledge of vertical industry trends that are relevant to IE's customer base
· Interlock with IE sales teams to contribute to account strategy and planning
· Build relationships with key customer stakeholders beyond the traditional network engineering and operations teams
· Create customer profiles identifying key business needs and priorities
· Function as an advisor to customer executives based upon knowledge of the customer and their industries
· Develop services roadmaps that align with customer needs, create opportunity for recurring touchpoints, and drive additional professional service opportunities
· Identify customers' technology adoption roadblocks and create plans to mitigate them
· Identify and regularly report upon metrics that demonstrate IE's progress satisfying customer business goals
· Monitor, evaluate, and report on metrics of our customer's existing technology that represent opportunity for upgrade and/or renewal
· Continually define opportunities to improve metrics and customer adoption of technology solutions
· Lead business reviews with customer stakeholders that emphasize IE's progress satisfying business needs and areas for improvement
· Work with IE trainers to customize end user adoption training that is tailored to stated business goals
· Manage manufacturer incentive programs which are aligned to the duties of the CSM

Who you'll work with:

The Customer Lifecycle Consultant will report to the Vice President of Sales and Marketing, and has collaborative relationships with Sales, Presales, Professional Services, Project Management, Consulting, Client Services, Vendors, & Customers.

What we're looking for:

· Consultative approach with strong problem solving & critical thinking skills.
· Proven track record in business analysis and translating customer needs into business and technical requirements
· An entrepreneurial approach to business with the ability to develop a holistic view of business needs beyond the IT organization
· Strong organizational skills with attention to detail
· Quick learner, self-motivated, positive attitude, flexible and adaptable; ability to change priorities quickly, and have strong follow-up skills
· Comfortable working within all levels of our customers' organizations
· Experience developing relationships within diverse customer environments
· Skilled at interpreting and managing customer expectations
· Proactive, driven and positive work attitude
· Excellent communications skills, both oral and written, and strong presentation abilities
· MBA is desired. Bachelor of Science/Arts and 5 plus years of customer-facing experience is required
· Awareness of Cisco solution offerings, maintenance, tools, and programs
· Previous experience with Enterprise License Agreements is preferred

Compensation:

Compensation for this role will is based on candidate's experience, work history and overall fit for the position. IE offers a competitive benefits package, including health insurance and matching 401K.

How to apply:

Please email your cover letter, resume and samples of your work to careers@ineteng.com. For more information about IE, please visit: www.ineteng.com/careers.