

General Manager, Managed Service at Dimension Data

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Company: JobWebKenya

Location: Kenya

Category: other-general

Job Description

(adsbygoogle = window.adsbygoogle || []).push({}); Dimension Data is a global technology integrator and managed services provider that helps its clients achieve great things and create new possibilities through the use and adoption of technology. Founded in , Dimension Data is now a USD 8 billion global leader in designing, managing and optimising today's evolving technology environments to enable its clients to leverage data in a digital age, turn it into information and extract insights. Headquartered in Johannesburg with 28, employees across 46 countries, Dimension Data brings together the world's best technology provided by market leaders and niche innovators – from consulting, technical and support services to a fully managed service. Its long-term partnerships with the leading technology companies also give its clients across multiple industries, including financial services, education, healthcare, manufacturing, media and communications, pharmaceutical and sport, access to the world's best technological knowledge and resources. As a proud member of the NTT family, Dimension Data invests heavily in innovation, which has led over prestigious industry awards for its commitment to driving excellence and innovation.

KEY ROLES AND RESPONSIBILITIES:

Drive and encourage open dialogue, communication, and best practice sharing across regions and services units as it relates to the region.

Function in a double-solid reporting structure by giving visibility of regional strategy and execution of that strategy to both in-country leads and group Service Division executives.

Conducts and implements annual territory planning for the region as it pertains to Managed Services execution in line with the agreed strategy.

Participates in the design of relevant incentives for the MS teams.

Accountable for cascading high-level targets.

Collaborate with the Service Divisions in the region and ensure a smooth operating model across all sales initiatives, clients and focus areas as it pertains to Managed Services

Contribute to the definition of sales processes, tools and capabilities needed for key roles across our chosen and segmented clients.

Define performance KPIs, incentive schemes, and quota retirement rules for Managed Services.

Ensure accurate communication of Managed Services business projections, forecasting both from a sales and income statement performance perspective towards the achievement of our goals and financial objectives.

Build, operationalise and optimise the commercial deal desk for region working in conjunction with the Group Deal Governance framework.

Drive all Managed Services Sales and Managed Services profit and loss in region. Importantly this role is responsible for the identification, creation and contracting of large Managed Services opportunities that are transformative both to our clients and our business.

Accountable for the development of the Managed Service strategy in the region.

Act as the interface between the region as it pertains to Managed Services in this capacity, ensure that group services are evaluated for local client and market suitability and continuous feedback is given to group on suitability. Where possible in existing contracts, leverage group managed services capabilities to deliver innovation and profitability improvements.

Own assigned Managed Services profit and loss which includes but is not limited to revenue and operating profit.

Develop and manage revenue budgeting and related capacity planning.

Assume the role of “go-to-market” lead for the region Managed Services and align sales and presales with key opportunities.

Objectives as it relates to how this role will be measured include but not limited to MS net new orders, 2) MS Gross and Operating Profit. Region Business Performance metrics will be added to this.

KNOWLEDGE, SKILLS, AND ATTRIBUTES:

Have a broad level of knowledge across Enterprise Architecture, Managed Services, Commercial Architecture, Service Architecture, Service Management consulting, and multiple solutions areas (Business Units), and across domains, delivery units, and geographies.

Excellent leadership skills and ability to think at a tactical strategy level.

Strong written and oral communication skills

Strong interpersonal skills with the ability to engage with a variety of stakeholders at different levels.

Substantial business financial skills. Demonstrable ability to perform a cost-benefit analysis and manage the budget of a team.

Strong business negotiation skills, influence, conflict resolution, and political savvy

A strong vendor relationship is required to ensure an understanding of the vendor’s products business and services positioning.

Demonstrate excellent presentation skills, are innovative, and have a formidable client orientation aptitude.

Resourceful and confidently handles pressure in critical situations, always ensuring that client requirements are met.

Have knowledge in the services industry, service delivery models, process improvements, consumption models and multiple MS Portfolio offers and Service Division solution areas.

Expert in core Managed Service Portfolio offers artifacts, techniques, demos, tools, and

deliverables.

QUALIFICATIONS AND EXPERIENCE:

Tertiary level – bachelor's with solid experience; or post-graduate degree with good experience in a leadership and management capacity

Certification and working knowledge of ITIL, Service Management and Integration

Scaled Agile certification Experience required:

Demonstrated experience with and understanding of the deliverables and value proposition of Managed Services within a product marketing context.

Sound strategic planning experience

Experience in coordinating the design and implementation of new delivery models in a significant globally federated delivery organization.

A good understanding of the vast range of IT Service Management and operations

Proven client engagement and consulting experience coupled with solid experience in client needs assessment and change management.

Demonstrated experience in relevant services and products and understanding of industry best practices.

Proven sales and client engagement experience

Sound business development and pre-sales experience

Deep technical background

In-depth knowledge and understanding of IT industry environment and business needs, combined with a strong understanding of the business process, applications, and infrastructure architecture.

Demonstrated experience as a people and resource manager.

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