

Advanced Services Manager

February, 2012



The Cisco Support Center in Krakow

To understand the available capabilities and resources offered in particular countries, Cisco continuously evaluates potential sites for support operations around the world. As part of these activities, Cisco is planning to establish a center in Krakow, Poland, to support customers across its Europe, Middle East, Africa, and Russia (EMEA) region and beyond. This Cisco Support Center will complement existing locations in providing services to internal and external stakeholders across multiple functional groups, including Cisco Services, Finance, Operations, and others.

Company

Founded in 1984 by two computer scientists at Stanford University, California, Cisco has been pioneering the Internet Protocol-based (IP) network solutions that make up the Internet. Cisco supports not just the technology itself, but what the Internet can do to change the way people work, live, play, and learn.

John Chambers, Cisco president and chief executive officer (CEO), has made customer focus an essential part of the company's policy. "Customer success and satisfaction are at the heart of Cisco's business strategy and key drivers of our current and future success," he says.

Cisco sales teams are committed to giving the best value to customers and partners, through tailored, differentiated sales and services. The company sells products directly to customers, uses an extensive partner network, and offers award-winning technical support.

Cisco was founded on a culture of ethical principles, with values of open communication, empowerment, trust, integrity and corporate philanthropy. Employees of Cisco live and work by these values today.

Learn more about Cisco at <http://www.cisco.com>.

Cisco as an Employer

Cisco is stable, financially secure company with a substantial and sustainable record of profitable growth derived from new, innovative products and services. It has a globally recognized brand and image and is a Fortune Magazine "most admired" company.

Cisco has an unrivalled record of commitment to diversity and inclusion, corporate citizenship, and ethical practice, and is rated by its employees for inclusion in Fortune Magazine's "Top 100 Companies in the World" for which to work. The company is known for helping people develop long-term international careers, and has market-leading products and solutions that touch our everyday lives.

Powered by Cisco, technology and innovation are changing the way that people around the world work, live, play, and learn:

- People are receiving faster medical care, thanks to networks that unite voice, video, data, and healthcare systems
- Cisco wireless communications solutions and security technologies allow people to work more flexibly and securely
- Advanced communications in ambulances are transmitting information to hospitals, speeding the provision of care to patients
- People are communicating and accessing the Internet outside the boundaries of corporate networks, knowing they are protected

Cisco Culture

Cisco has a flexible culture of empowerment, teamwork, giving back to the community and focusing on customer success. The company hires the best people in their field, and brings them together in an environment designed to help everyone achieve success. Your colleagues will inspire, challenge, and support you; you will learn from them and they will learn from you.

Opportunities

Some of the initial opportunities in the Cisco Support Center are in the Cisco Advanced Services organization.

Advanced Services is a worldwide organization within Cisco Services. It helps customers achieve a highly secure, high-performance network with high availability, while reducing their Total Cost of Ownership (TCO). The foundation for Advanced Services is a network lifecycle model based on six basic phases: prepare, plan, design, implement, operate, and optimize.

As Cisco evolved a more comprehensive Advanced Technologies portfolio and moved into additional customer segments, its service offerings and business model also evolved. Instead of creating a broad systems integration practice, Cisco chose to evolve its portfolio and business model with Advanced Services. This evolution of the services portfolio has been built with a lifecycle services methodology, a repeatable, scalable process that can be used by both Cisco and its partners.

This lifecycle services approach covers the network lifecycle (prepare, plan, design, implement, operate, and optimize) and is tailored for each Advanced Technology. The approach focuses on the specific methodologies and practices that are needed at each stage of the network lifecycle to support the evolution of a traditional network to an intelligent business system.

Advanced Services Manager

<http://www.cisco.apply2jobs.com>

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Job Description	Skills Required
<ul style="list-style-type: none">• Supervises the activities of a team with responsibility for results in customer satisfaction and delivery assurance• Proactively identifies opportunities for productivity and quality improvements in delivering Advanced Services• Manages overall operations for a region or customer segment, including resource allocation and customer issue resolution• Manages and directs planning, implementation, and management of:<ul style="list-style-type: none">◦ Networking projects◦ WAN audits◦ LAN assessment and consulting◦ Customized services• Assumes leadership role in Cisco Services or cross-functional teams to guide service delivery and product improvements• Represents Advanced Services in Executive Briefing Centers (EBCs)• Participates in major cross-functional projects affecting Cisco business, product, or service leadership• Works with little or no direction and is mindful of organizational goals and objectives• Independently identifies complex issues and resolves complex problems that affect strategic direction• May act as a SPOC (single point of contact) for Advanced Services delivery in certain customer accounts• Identifies and works on service delivery issues with customers, WW CA managers, field managers, directors, and business units	<ul style="list-style-type: none">• Complete understanding of and experience in leading a team in applying all elements of technical consulting• Proven business and technical expertise, plus extensive customer service engineering experience• Thorough understanding of networking technology and strong technical knowledge of company products• Demonstrated strategic skills• Excellent working relationships with other customer service organizations within Cisco and with appropriate business units• Ability to formulate and deliver complex presentations throughout Cisco and to customer technical departments• Demonstrated industry awareness• Typically requires Bachelor of Science in Computer Science (BSCS) or Bachelor of Science in Electrical Engineering (BSEE) degree, or equivalent• Requires 10+ years of related experience• Experience in customer support, plus knowledge of internetworking technologies and the competitive marketplace• Should possess four+ years of prior management experience• Understands and solves large, complex architectural problems• Understands the intercompany dependencies and initiates• Develops, executes, and monitors action plans to address problems• Understands and manages group dynamics

Job Description	Skills Required
<ul style="list-style-type: none"> • Influences serviceability of Cisco products • Generally responsible for a team of 10 to 15 (or more) people • Provides management guidance to all levels of exempt employees on accomplishing goals • Work is reviewed and measured, based on attainment of objectives and overall success of department • Works with little to no direction, and is mindful of division goals and objectives • Independently identifies complex issues and resolves problems that affect the strategic direction of the Advanced Service • Resolves intra- and inter-team conflicts effectively • Work is only reviewed for accomplishment of objectives • Reports to manager, Advanced Services Delivery III, or a director • Accountable to direct manager, or other directors leading an initiative within Advanced Services • May have accountability to other business unit (BU)/line of business (LOB) directors to achieve cross-company goals • Acts as escalation point for customers and senior Cisco management on customers' behalf • Interfaces with managers, directors, and vice presidents within: <ul style="list-style-type: none"> ◦ Advanced Services ◦ Customers ◦ BUs ◦ Cisco Services • Conducts executive briefings 	<ul style="list-style-type: none"> • Effective people management, leadership, and development skills • Ability to influence using applied knowledge and superior people skills • Ability to work cross-functionally and with customers, building business partnerships and focusing on customers • Skilled at building high-performance teams and developing people, creating a shared vision • Ability to support results • Capacity for strategic thinking • Ability to formulate and deliver highly complex presentations <p>Educational Background Recommended</p> <ul style="list-style-type: none"> • Typically requires Bachelor of Science or Bachelor of Arts degree or equivalent, plus 10 to 14 + years of related experience in the networking/telecommunications industry. • Instead of the above, can require a minimum of four to seven years managing LAN or WAN network implementation and support. Candidates need four to five years in a clearly defined senior project management role. • Requires professional PM certification, ESI, PMP, or equivalent. • Knowledge of and exposure to industry standards related to quality or productivity (Six Sigma, Lean, ISO 9K, TL9K, and more) is helpful. • Cisco certifications such as Cisco Certified Network Professional (CCNP) and Cisco Compatible Extensions Program (CCxP) are recommended.

Benefits:

Is This Opportunity Right for You? Are You Ready for the Challenge?

A typical day of an Advanced Services Manager will be impossible to describe, as it is quite varied. Your role will include a wide range of activities and responsibilities.

You are managing a team delivering a wide range of professional services deliverables (optimization services, consulting services, project management, bid support management, and more). Your attention to details will help ensure that these services are delivered within budget and exceed customer expectations, for which you are directly accountable.

In addition to the standard Professional Services Manager role, the Advanced Services Manager in Krakow will also be responsible for a wide set of activities, including:

- Innovation: Guide delivery innovation (including new services), collaborate with Services Marketing to create new services and innovation in the way Cisco delivers existing services
- Productivity: Deliver existing services with greater efficiencies annually
- Business partnerships: Align closely to Cisco business stakeholders in EMEA region to support its delivery strategy execution
- Customer visits: Regular visits to important customers may be required as part of Quarterly Business Review meetings
- Guide team fiscal year initiatives and strategic framework

What Your Career Inside Cisco Might Involve

Advanced Services management provides an excellent background, which includes solid foundations in Cisco Services, professional services delivery, business acumen, and more. Below are some of the positions taken by Advanced Services managers:

- AS Senior Manager or Director: Typically oversees delivery of a greater territory and revenue, and is accountable for theater initiatives
- AS Program Manager: Leads delivery of large transformational projects

Outside Advanced Services

- Service and Support Manager
- Service Product Manager
- Service Sales Account Manager
- Sales Systems Engineer Manager
- Technical Support Manager

Details of Employment and Remuneration Package

1. Successful candidates will be based in Krakow (Poland).
2. The remuneration will be fixed and non-negotiable. The base salary and bonus package is highly competitive with the current market-rate for similar positions within this industry.
3. Benefits packages will also include the following categories of benefits:

Salary	<ul style="list-style-type: none">• Base salary plus bonus [related to company and Individual performance]
Company car or car allowance	<ul style="list-style-type: none">• Company car or car allowance corresponding to the level of position
Insurance	<ul style="list-style-type: none">• Life insurance• Long-term disability coverage
Medical	<ul style="list-style-type: none">• Private medical care with a reputable medical services provider
Cisco global benefits	<ul style="list-style-type: none">• Employee stock purchase program• Global assistance and emergency services
Accommodation and relocation	<ul style="list-style-type: none">• One-week accommodation in Krakow for newly hired employees moving from other countries



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Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV Amsterdam,
The Netherlands

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