

# Project Managers Sales Business Development Managers

February, 2012



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## 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. Cisco employees live and work by these values today.

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

## Cisco as an Employer

Cisco is a stable, financially secure company with a substantial and sustainable record of profitable growth derived from innovative new 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. It has been 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 accessing the Internet and communicating beyond the boundaries of corporate networks, knowing they are protected

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## Cisco Culture

Cisco has a flexible culture of empowerment, teamwork, giving back to the community, and focusing on customer success. Cisco 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 at the Cisco Krakow center are in the Cisco Advanced Services Organization within the Project Management domain.

## What is Advanced Services?

Advanced Services is part of the Cisco Services organization, and is the advocate for Cisco customers. Its mission is to accelerate customer success by helping customers optimize their network investment and speed the adoption and migration of advanced technologies.

## Project Managers

<http://www.cisco.apply2job.com>

R911214, R911215

The ideal candidate demonstrates an aptitude and appetite for learning new methodologies, evidenced by the ability to expand upon their core knowledge and specialize. This is a great opportunity for someone with a solid project management background, an empathetic view of the customer, and good crisis management skills. This position will allow him or her to improve their skills and advance their career, by providing value to customers in the form of current and future types of post-sale services.

## Scope of responsibilities:

- Manage cloud-based hosted (XaaS) multi-million dollar complex operate programs
- Manage end-to-end projects from inception through delivery and close out, across leading technologies and architectures, including
  - Cisco TelePresence
  - Cisco Virtualization
  - Cisco Borderless Networks
  - Cisco Security
- Prepare project health, financial, and status reports throughout the lifecycle of the engagement
- Analyze critical project and financial data to control over- or under-delivery
- Perform Customer Relationship Management (CRM) activities and help ensure quality compliance of project deliverables across teams and partners
- Qualify potential opportunities as appropriate by understanding customer requirements
- Collaborate across teams to accurately scope and size deals and coming up with commercial proposals, including creating a Statement of Work (SoW)
- Assist Service Sales and Delivery Practice in the final SOW negotiation and closure with customer
- Facilitate smooth transition to Architecture Center of Excellence (COE) teams once deal is booked
- Be the Cisco ambassador to the end customer, and always make a positive impact

## Desired Qualifications and Personal Skills:

- Three to five years of related experience in managing service delivery projects
- In-depth understanding of project lifecycle and PMI-recommended methodologies
- Experience in business development, partner engagement, finance negotiation, and risk assessment
- Bachelor's or Master's degree
- Project Management Professional (PMP) certification
- Cisco Certified Networking Associate (CCNA) certification, or equivalent knowledge of Cisco products
- Ability to communicate in English effectively both verbally and in writing; other language skills, such as German or French, are highly desirable
- Passion, plus demonstrated ability to work with limited supervision in a multicultural environment

## Sales Business Development Managers

### Bid Support

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

**R911220, R911223, R911225, R911115**

Job Description	Skills Required
<ul style="list-style-type: none"> <li>• Act as the primary presales interface between the ESD COE Architecture team, Service Sales, and Service Delivery Managers.</li> <li>• Perform opportunity qualification and understand customer requirements following Service Sales and Service Delivery Manager identification.</li> <li>• Perform accurate sizing and scoping for a given opportunity, including costing and Global Pricing List (GPL) pricing, where applicable.</li> <li>• Collaborate with sales partners to craft commercial proposals, including SOWs and other legal documents as required by the job and project.</li> <li>• As required, assist Service Sales and Service Delivery Manager in the final SOW negotiation and closure with the customer.</li> <li>• Facilitates smooth transition to Architecture COE teams, once deal is booked.</li> <li>• Demonstrates good networking with important internal stakeholders.</li> <li>• Recommends requirements, target margins, engagement framework, and pricing model.</li> <li>• Recommends project staffing and skill requirements include engineers, vendors, partners or subcontractors for project execution.</li> <li>• Able to successfully execute with limited supervision and guidance from manager.</li> <li>• Works with the Service Sales and the Service Delivery Manager to determine project and program goals and objectives.</li> <li>• Periodic progress reviews with internal and external stakeholders to help ensure service metrics are achieved.</li> <li>• Engages with multiple stakeholders across the ESD COE organization, to help ensure alignment of customer needs with proposed services.</li> <li>• Uses a consultative approach to craft accurate sizing and scoping, while performing risk assessment.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in business development, partner engagement, project management, finance, negotiation, and risk assessment.</li> <li>• Understands and is conversant about company and product strengths, weaknesses, and opportunities.</li> <li>• Able to identify and analyze project, system, or operational requirements, to effectively qualify the opportunities and scope the requirements.</li> <li>• Has a good knowledge of the Service Sales process, including risk assessment and scoping.</li> <li>• Has demonstrated a good understanding of the legal issues with contracts.</li> <li>• Experience in business development, partner engagement, project management, finance, negotiation, and risk assessment.</li> <li>• Understands and is conversant about company and product strengths, weaknesses, and opportunities.</li> <li>• Is able to position the value of services to the customer in solving their business problem.</li> <li>• Can create compelling service proposals that address the customer's project needs.</li> <li>• Demonstrates strong negotiation skills.</li> <li>• Familiar with partner or subcontractor services delivery model.</li> <li>• Understands the impact of margins on the business.</li> <li>• Is well-organized, with the ability to manage multiple internal stakeholders to help ensure customer proposal is created in alignment with their expectations.</li> <li>• Capable of articulating the Advanced Services value proposition to audiences, as required by the project.</li> <li>• Demonstrated success in dealing with different internal and external stakeholders across the organization.</li> <li>• Has demonstrated advanced negotiation and presentation skills.</li> <li>• Understands the organization, aims, and processes.</li> <li>• Has good understanding of project management tools, such as MS-Project.</li> <li>• Good understanding of quality concepts, methodologies and tools, and ITSM/ITIL processes.</li> <li>• Knowledge on industry- standard Certifications like ISO 9000.</li> </ul>

Job Description	Skills Required
	<ul style="list-style-type: none"> <li>Needs to be proficient in both English and German (written and verbal) languages. Additional language skills such as Russian and French are a definite plus.</li> <li>Work experience with European customers onsite in Europe a definite advantage.</li> </ul> <p><b>Educational Background Recommended</b></p> <ul style="list-style-type: none"> <li>Typically requires Bachelor of Science or Bachelor of Arts degree or equivalent, plus 8-10 years of related experience.</li> <li>Requires professional PM certification; ESI, PMP, or equivalent.</li> <li><b>Cisco certifications such as Cisco Certified Network Professional (CCNP) and Cisco Compatible Extensions Program (CCxP) are helpful.</b></li> </ul>

### Future Career Opportunities:

- Become highly skilled in program management to move onto service delivery management
- Become highly specialized in the project management skill set to move up as Program Managers
- Get exposed to and learn how to handle global complex business opportunities and improve your business leadership skills
- Expand your knowledge to understand the business dynamics across phases from pre-sales to service delivery
- Move up to different career avenues, including sales and delivery
- Team up with industry-leading intellectual and technical experts
- Meet new people across the industry and expand your professional network
- Travel and get exposure to varied cultures and business dynamics

### Details of Employment and Remuneration Package

1. Successful candidates will be based in Krakow (Poland)
2. Upon joining Advanced Services at Cisco, you will receive:
  - Training in Krakow
  - A mentor assigned to guide you while learning the role
  - Structured gradual integration plan for the following months
  - Necessary equipment to perform you role as PM/SBDM Bid Support
3. The remuneration will be fixed and non-negotiable; base salary and bonus package is highly competitive with similar positions within this industry
4. Benefits packages will also include the following categories of benefits:

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




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