

**Position** Vice President of Delivery

**Reports to** CEO

**Location** US

**Travel** Some travel required.

### **Job Description**

The Delivery VP is responsible for building and developing our existing services team to support rapid business growth. Services team responsible for

- Pre sales support & SOW definition
- Requirements & Solution Definition
- Client Application Configuration
- Client Training
- Project Management
- 1<sup>st</sup> Level Support
- Operational Account Management
- Script Development (IVR, Agent Scripting)
- Billability Management and other related KPIs
- Service Processes Definition & Improvement

### **Job Responsibilities**

- Define, build and manage a Project Management capability within the current organization.
- Lead client and prospect discovery efforts both remotely and on-site where required.
- Develop and implement a solution implementation methodology focused on standard and custom contact center cloud applications.
- Work with sales to provide sales engineering, SOW and assessment services.
- Work with product management to provide input on product gaps.
- Work closely with R&D to ensure solutions are developed, tested and deployed with high quality and organizational visibility.
- Ensure hand-off of delivered solutions into 1<sup>st</sup> level support with required documentation.
- Manage and monitor 1<sup>st</sup> level support resources and associated processes.
- Train end clients and partners at the beginning of their cloud contact center services contact and as needed throughout the life of the client.
- Work closely with sales to ensure operational account management occurs across the client base to ensure customer satisfaction and to identify growth opportunities.
- Work with finance and executive team to ensure license and services billing goals are set, measured and reported.



## Requirements

BA or BS Degree with 10+ years of experience in technology consulting and/or technology management experience.

Experience with cloud-based contact center technology and SaaS methodologies.

Experience with custom solution development & PMI methodologies.

Experience with ServiceNow and/or Sugar highly desirable.

3CLogic is a leading provider of cloud communication as a service offering a seamlessly integrated multichannel and Computer Telephony Integrations (CTI) platform for today's enterprise businesses. Designed to complement existing operational workflows and/or on-premise legacy systems, 3CLogic provides a unified 360-degree view to optimize and analyze client interactions for either sales, customer support, or call center organizations. Built on a unique architecture hosted on AWS, 3CLogic provides both a pure or hybrid cloud solution while delivering market-leading security, scalability, system flexibility, and reliability. For more information, please visit [www.3clogic.com](http://www.3clogic.com) or [blog.3clogic.com](http://blog.3clogic.com).