

Position Title: Engagement Manager

Department: Professional Services

Our Mission:

PointBridge is a consulting company that focuses on connecting people to people and people to information with Microsoft technologies. Our areas of expertise include: SharePoint, Exchange, Office Communications Server, Business Intelligence, Custom Development, Support and Software as a Service.

Position Summary:

PointBridge is looking for an experienced Engagement Manager to work in a team-oriented environment on complex client engagements. The Engagement Managers work in close collaboration with the project team, business users and stakeholders to manage the successful delivery of projects within defined budget and timeline. You must be able to effectively facilitate and communicate with both technical and non-technical audiences and develop strong customer relationships. You will solve these problems by working in an energetic, team-oriented environment collaborating with smart, motivated people.

Responsibilities:

- Maintain chargeability at a rate of 85-90% depending on client load
- Manage engagements through communication with client management, internal and external teams
- Drive consistent use of PointBridge Solutions Framework on engagements
- Review and approve project deliverables
- Compile and review project status, risk and issue reports
- Perform conflict resolution and engage in scope trade-off discussions
- Track budget/charges on engagements
- Maintain SharePoint client sites
- Provide support and knowledge transfer to incoming / outgoing project participants
- Approve time and expenses for team
- Work with Professional Services Management team to plan forecast resource requirements and recruiting needs
- Participate and, at times, lead initiatives to build on the PointBridge PMO and implement/improve internal systems
- Apply and share knowledge; contribute ideas and opinions

Knowledge, Skills, Certifications:

- Proven track record of exceeding customer expectations
- Strong project management skills with proficiency in Microsoft Project
- Strong communication, documentation and facilitation skills
- Ability to motivate a team that includes both PointBridge and client resources
- Experience with engagement economics and budgeting
- Strong customer service/relationship management skills
- Ability to work with both business and technical stakeholders
- Self starter with excellent time management skills and ability to remain focused in a fast paced environment
- Ability to prioritize and manage multiple engagements at the same time.
- Experience managing the performance of project team members
- Ability to develop and maintain positive customer relationship at all levels of an organization
- Excellent verbal and written communication and presentation skills
- Experience with large enterprise projects
- Knowledge of Microsoft Office SharePoint Server 2007 and/or 2010
- Excellent meeting facilitation skills

Additional requirements for all PointBridge employees:

- Strong communication skills and ability to present to small/medium groups
- Strong customer relationship skills
- Ability to work well in a team environment
- Demonstrated ability to successfully multi-task
- High energy and a self-starter
- Proficient in Microsoft Office applications
- Demonstrated ability to embrace and support our Core Values

Culture and Values

Candidates of PointBridge must exude the qualities that are core to the values of PointBridge:

- **Customer Experience**—*Delivering beyond expectations through not only the quality of our work but the quality of service we deliver to every customer*
- **Entrepreneurial Passion**—*Ambition to aggressively drive growth embracing change and continuous improvement*
- **Technical Brilliance; Total Reliability**—*Discipline in mastering our craft through pride, leadership, and accountability in our work*
- **Winning Together**—*Teaming with, and respect for, co-workers, customers, partners and the community to build lasting relationships that drive results*
- **Integrity**—*Delivering what we promise and always choosing to do the right thing*

About PointBridge:

PointBridge is an IT consulting firm that specializes in building high-impact business solutions with Microsoft technology. With our elite partner status with Microsoft, we have the depth and expertise to create swift, seamless and successful enterprise-wide solutions.

What makes PointBridge different is that we extend technology beyond what even Microsoft envisioned. Which means our clients get the absolute most out of their technology; providing measurable business advantages for their company and greater productivity from their employees.

Headquartered in Chicago, PointBridge is one of the fastest growing Microsoft partners in the central U.S. The firm is one of only a few National Systems Integrators (NSI), and a Microsoft Gold Certified partner. Recently named the 2010 Heartland and Central Area Partner of the year for Business Productivity Online Suite (BPOS), and Best Customer Experience in 2010, the firm was also awarded in 2009 for the Microsoft Partner of the Year for Online Services globally and was a finalist for the 2008 Microsoft Citizenship Partner of the Year.

To learn more about PointBridge, please visit us at www.pointbridge.com.

The preceding job profile has been designed to indicate the general nature and level of work performed by associates within this role. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of associates assigned to this contract. Additional duties may be assigned and may be subject to change at any time due to reasonable accommodation or other reasons.