

Job Description

Position available: Unified Communications – Practice Area Manager	
Date required: ASAP	Practice Area: Unified Communications
Office location: Richmond (preferred)	Reports to: Chris Timberlake, VP of Engineering
Salary requirements: Based on Experience and Certifications (<i>Base compensation plus commission</i>)	

<p>Role definition</p> <p>The UC Practice Area Manager position will be responsible for managing the Unified Communications team, helping drive increased adoption of Cisco Unified Communications solutions to enable business outcomes, and provide delivery services when needed to customers. The candidate should be an expert with all aspects of the Cisco Collaboration portfolio.</p>
<p>Duties & Responsibilities</p> <ul style="list-style-type: none"> • On Premise Collaboration <ul style="list-style-type: none"> ○ Cisco Unified Communications Manager ○ Cisco Unity Connection ○ Cisco IM & Presence ○ Cisco Expressways ○ Cisco Emergency Responder ○ Cisco Meeting Server ○ Cisco Telepresence Management Server ○ Cisco Unified Contact Center Express ○ Singlewire Informacast • Cloud Collaboration <ul style="list-style-type: none"> ○ Cisco Webex Meetings Suite ○ Cisco Webex Calling ○ Cisco Webex Teams ○ Cisco Webex Contact Center • Other Cisco related technologies
<p>Desired Skills / Minimum Qualifications</p> <ul style="list-style-type: none"> • Technical expert in the above technologies • Experience in managing people • Ability to perform all parts of the presales process • Ability to give technical presentations • Ability to obtain personal and company certifications with an emphasis on Cisco Gold and Unified Communications Master certifications • Proficient in managing a variety of vendors • Strong critical thinking and innovative skills for Business Development • Possess a high level of attention to detail • Documentation skills are mandatory • Exceptional verbal, written and phone skills • Excellent Customer Service skills • Ability to travel when necessary • Ability to follow detailed instructions and procedures • Strong interpersonal skills and ability to work with strong personalities • Ability to work in fast paced dynamic environments and ability to negotiate conflict-oriented situations • Experience in the consulting industry is preferred • Ability to effectively communicate with all levels of the organization including C-level executives

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