

For over 30 years, Applied Computer Technologies has been a leader in the Bermuda marketplace offering a large portfolio of technology products and services to fit the evolving needs of our customers. We believe in building strong relationships with our clients and partners, leveraging market leading technologies and services to achieve success.

ACT is seeking a **Manager of Professional Services** to oversee and lead our Professional Services team. They will work actively with Management, Sales and Engineering to ensure the successful delivery of customer contracted services and achievement of revenue targets.

**Key Responsibilities:**

- Build a high-performing team across multiple technologies, including Service Delivery, Networking, Server and Storage Management, and Security.
- Lead the team in developing and deploying client-facing infrastructure solutions.
- Develop an effective project management strategy, implement techniques, and mentor the team.
- Develop partnerships with functional leadership across the organization to ensure that technology solutions are effective and in alignment with functional and organizational needs.
- Collaborate with business stakeholders to assist in documenting needs, developing effective solutions, and creating business cases.
- Ensure team members are meeting utilization and customer satisfaction metrics.
- Meet one on one with team members to review their portfolio, their projections, and provide guidance on project delivery.
- Responsible for the overall development and mentoring of team members, including their skills, continuing education/training, and career paths.
- Establish standards of performance for staff.
- Prioritize, assign, and manage a portfolio of technology projects in support of business goals; ensure delivery of projects within time and cost limitations.
- Incorporate best practices to improve existing methods and processes.
- Provides out-of-hours technical management oversight for escalations

**Qualifications & Skills:**

- Experience managing IT engineers in a performance environment
- Demonstrated experience managing multiple projects to on time on budget delivery
- Ability to follow and maintain technical documentation
- Excellent English communications skills both written and verbal
- Excellent interpersonal skills with a demonstrated ability to interact clearly with customers and technical personnel in high-stress situations
- A proven track record of excelling in a fast-past, results-oriented environment with changing priorities and multiple goals
- A proactive and self-motivated work ethic
- Exceptional consulting, customer service and relationship building skills, with the ability to successfully interact with a wide range of people
- Evening and weekend scheduling required

ACT is looking to fulfill the role of **Enterprise Architect**. The successful candidate will be an integral member of the Services team and will work actively with Sales and Engineering in the architecture and design of solutions. To be considered for this role the successful candidate should have significant experience in the following:

- Solution architecture and design of multiple technologies including, but not limited to, Microsoft Exchange, Microsoft Active Directory, Virtualization and Storage technologies
- Actively working with end-customers and sales to determine the best overall solution to meet the Customer's business requirements
- Working with others to produce proposals and other similar materials as needed
- Proven experience working with technical teams to deliver cross-functional projects
- Working with other technical team members to scope out Statement of Works and efforts for the successful delivery of solutions
- In conjunction with others provide resource requirements and timelines
- Ability to confidently discuss technical solutions with C-level customers and drive home solutions
- Provide overall architectural guidance throughout the life cycle of each project
- Provides technical implementation and troubleshooting in all major technologies that ACT supports

**Qualifications & Skills:**

- 6 years' experience in the architecture and design of solutions and Exchange on-premise infrastructure
- Extensive experience and certifications in:
  - o Office 365
  - o Active Directory
  - o SharePoint
- Expert level on multiple public Cloud platforms (Azure, AWS preferred)
- Ability to work shift work, including evenings and weekends on a regular basis

Interested candidates should apply in writing, referencing the position you are applying for, with a resume, no later than April 3, 2020 to:

**Human Resources  
Applied Computer Technologies Ltd.  
P.O. Box HM 2091, Hamilton HM HX  
or by email to: [careers@act.bm](mailto:careers@act.bm)**

**ACT is an Equal Opportunity Employer**

it starts with >>

**Applied Computer Technologies**

Powerhouse, 7 Par-la-ville Road, Hamilton, HM11

[www.aci.bm](http://www.aci.bm)

