

Manager, Professional Services Dusseldorf area

Dusseldorf, Germany Office (DUSSELDORF)

Your Role:

As Regional Professional Services Manager, you will lead and grow all aspects of NetApp's field operations organization, which crosses delivery, professional development and operations, for the region Dusseldorf. As a key member of the Area Management team, you contribute and support growth of the field organization, insuring that it remains extremely focused on understanding and meeting enterprise customer requirements, building long-term relationships, and achieving high levels of customer satisfaction. NetApp consider Professional Services as a strategic tool to extend and intense relationships to our customers.

You work closely with the Area Director, Sales and Solutions Engineering teams for Enterprise and Global Accounts, the Global Support Centers and like teams in other regions or areas to drive total customer satisfaction, services business enhancements and growth, as well as financial management of the Professional Services business. This position requires a dynamic, hard-working and ambitious individual, with excellent oral and written communication skills. Individuals will also possess strong leadership and interpersonal skills and have experience managing and growing a professional services consulting practice.

Essential Functions:

- Lead a regional organization that delivers NetApp Consulting solutions. This includes working closely with NetApp Sales and Solutions Engineer groups, Project Management and Consulting resources, to deliver services and develop business within the area.
- Develop the team as they continue the transformation to a cloud native high value consultancy organisation.
- Track and manage customer satisfaction, including addressing areas of concern.
- Act as the regional senior resource for all customer-facing meetings.
- Drive local and corporate best practices throughout the regional team to ensure consistent, high quality and repeatable solutions.
- Participate in the planning and budget process as it relates to planning, goal attainment, expense management, and revenue recognition.
- Track and forecast financial targets and provide reporting and submission of financial data to support corporate actions.
- Support and challenge the partner eco system in the area.
- Evangelize the Consulting Services offering across the regional teams, leveraging a consistent message and method for planning and delivery.
- Work with Corporate groups on enhancements of deliverables, processes, and operations solutions.

Job Requirements

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- Minimum of 3 years of experience in a field based services management is preferred.
- Must have experience supporting an Enterprise and/or Global customer base.
- Bachelor's Degree or Master's Degree in a technical or business discipline is required.
- Broad exposure to a variety of technologies/concepts and management experience in a

distributed environment including remote team management.

- Proven ability to manage the financial business elements
- Experience in managing, enhancing and growing a world-class Professional Service organization.
- Management experience of a Professional Services business in data management or data center solutions is preferred.
- Management experience with continuously transforming teams to develop a cloud-first mindset.
- Passion for new technologies and the ability to articulate the business benefits of NetApp solutions to our customers is essential.
- Experience in partner management, operations, and project management.
- Up to 60%+ travel required (when covid allows it)
- Excellent language skills in German and good English.