



## North America Director Services

US - Home Office

### Company Overview: Efficient IP [[www.efficientip.com](http://www.efficientip.com)]

EfficientIP is a global provider of the most advanced and comprehensive DDI (DNS, DHCP, IP Address Management) products available. Efficient IP's SMART DDI approach offers enterprises and service providers a unique appliance based solution to intelligently simplify and automate design, deployment and management of the critical DDI infrastructure.

SOLIDServer™ centralizes all information from the IP plan and DNS and DHCP servers in one single interface and gives customers a consolidated overview to control the deployment of infrastructures and network services (VoIP, Datacenters, etc.).

Efficient IP has built strategic relationships with a number of software and hardware market leaders to develop complementary solutions and to enable new offerings from partners. This includes Microsoft, VMware, IBM, HP, SUN Microsystems, Dell, Red Hat, Novell, Cisco and ISC.

Efficient IP's client base includes hundreds of the most demanding companies in all business sectors to include Vodafone, EADS, Cap Gemini, HP, STMicroelectronics and T-Mobile with an established presence in the US, APAC (India, South East Asia), France, the UK, Germany, Italy & Spain.

Efficient IP offers a fast-paced, action-oriented environment. We promote a culture that embraces innovation, change, teamwork, and strong partnerships.

### Location: Remote (Home Office)

**Travel: Occasionally and 1-2 times per quarter to US HQ office (West Chester, PA)**

### Position Summary:

We are looking for a **Director Services for our North America region, reporting locally to the Managing Director North America and functionally to the VP Customer Services**. The main focus will be to drive the Efficient IP Post Sales Services (Delivery and Support) in North America through the following :

- Align Delivery & Support locally to global processes defined by the VP Customer Services and the Director of Global Support : ensure all Post Sales processes are strictly applied in the region.
- Manage escalations from Customers for Services delivered in North America (including all Post Sales activities, e.g Professional Services/PMO, Training, TAM, Support)
- Being a local point of contact for North America Delivery & Support resources (functional managers are still the direct report of the local resources).
- Provide feedback about local Post Sales resources to their functional managers when required.
- Responsible for Partner Enablement Program for Post Sales activities (managing the relationship with Partners for enablement on PS and Support)

**Qualifications:**

- Strong communication, interpersonal and presentation skills, with ability to articulate complex technology simply is required.
- Leadership and ownership capabilities.
- Being able to synthesize issues with action plans for escalations and keep smooth communication in front of customers and/or partners.
- Must have experience taking the lead and running discussions in a customer-facing capacity with major corporate accounts.
- Experience at software vendors or in consulting services is preferred.

**What We Offer:**

We offer a great opportunity to grow with our company, in a rapidly advancing and strongly innovative environment. At EfficientIP, we fully believe in congeniality in the workplace and in our relationships with our customers, partners and colleagues. We ensure a positive work environment that is encouraging, enthusiastic and motivating to our team. This approach breaks down barriers in order to stimulate our company's ambition of constant overachievement.

You will be part of a fun and ambitious team!

**To apply, please send your cv and cover letter to: [careers@efficientip.com](mailto:careers@efficientip.com)**