

## **Engagement Manager**

Sacramento, Ca

Full Time

### **About Enterprise Networking Solutions, Inc.**

Enterprise Networking Solutions, Inc. (ENS-Inc) is an information technology consulting firm located in Rancho Cordova, Ca. We develop and deploy proven, reliable, and scalable enterprise technology solutions, with key expertise in virtualization, cloud integration, system integration services, migration/consolidation services, business continuity, and disaster recovery. ENS-Inc Engineers and Project Managers partner with our clients on a wide range of technology projects. Founded in 1999, the ENS-Inc team is comprised of talented and respected professionals with 20 years of experience working with the public sector in California. In addition to state agencies, ENS-Inc has also provided services to California counties, cities, education, healthcare, law enforcement, private industry, and services to other states.

### **Job Description**

ENS-Inc has an immediate opening for an experienced Engagement Manager. We are looking for an energetic person who enjoys a challenge and being surrounded by extraordinary team members. This person will join our Professional Services team as an Engagement Manager. For ENS, the Engagement Manager role has several responsibilities that revolve around the successful completion of the projects that ENS technical engineers are assigned to as well as other responsibilities around engineer utilization, customer service, and project management.

The primary responsibilities of this role are:

- Management of the ENS engagements. This includes:
  - Act as a liaison between the customer and ENS to provide outstanding customer service ensure ongoing communication with our customers, and work to resolve any engagement related issues.
  - High level Project Management of the engagement to ensure the success of the project, on time completion, completion within budget, and meeting clients' success criteria
  - Completion of Status Reports and reporting to the customer on the progress of the project.
  - Conducting kickoff, status, and project closure meetings with the clients' staff and Executive Sponsors.
- Provide support in the planning and forecasting of the technical engineers' schedules with the goal of maintaining ENS's billable utilization goal.
- Responsible for reviewing RFOs and new work requests that ENS receives, creating and responding with appropriate documentation.
- Responsible for the maintenance of client facing contracts, statements of work, and amendment documentation.
- Responsible for onboarding of new and maintenance of existing partner facing contracts (subcontractors and teaming partners), insurance documentation, and subcontracted engagement documentation and communication.

- Responsible for integration of subcontractors with ENS clients to act as communication liaison between subcontractors and clients.
- Occasionally, integrate as a Technical Project Manager for our clients on projects that we engage with them on.
- Provide pre-sales and post-sales support in regards to establishing and maintaining engagements.

The position is in Sacramento, Ca with primary work hours of Monday through Friday from 8:00am – 5:00pm.

### **Skills and Abilities**

#### *Required*

- Experienced Project Manager with the ability to provide project management support to multiple projects (10-15+) simultaneously
- Extensive customer service experience
- Experience with contract review, negotiation, and response
- Experience with the pre-sales and post-sales cycle
- Ability to adapt to changes and quickly solve problems
- Strong time management skills
- Outstanding verbal communication and written documentation skills

#### *Preferred*

- PMP Certification

### **Preferred Qualifications**

- 5+ years of Project Management and Customer Service experience
- PMP Certification
- Bachelor's degree or an equivalent combination of education and experience.

### **Benefits**

- Competitive salary
- Benefit options including; medical, dental, vision, life insurance, and long term disability
- Retirement account options with company sponsored match
- Opportunity to work in a dynamic organization that values team members and family

Enterprise Networking Solutions, Inc. provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, Enterprise Networking Solutions, Inc. complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

Enterprise Networking Solutions, Inc. expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age,

genetic information, disability, or veteran status. Improper interference with the ability of Enterprise Networking Solutions, Inc.'s employees to perform their job duties may result in discipline up to and including discharge.