

## **Autodesk Services Delivery Manager**

ATG USA(Applied Technology Group) is an Autodesk Gold partner that sells software and services in the mid west and southeast areas of the United States. Along with selling the Autodesk products, ATG USA provides training and value added services to our customer base.

The Autodesk Services Delivery Manager (ASDM) is responsible for these value added services. The ASDM job role is concentrated in three areas: content creation, sales, and the delivery of the service offering. The ASDM reports to the Chief Technical Officer and has supervisory responsibilities over the Application Engineers as it relates to the delivery of the service offerings.

Through partnering with our customer base and his/her own industry experience, the ASDM will be responsible for the creation of new service offerings. The ASDM must be able to take a problem that customers are facing and create a solution that will provide value for the customer while at the same time be profitable for ATG. Once a potential service has been identified, the ASDM must then create the necessary materials that will be provided to the sales team and the customer. These materials include:

- case studies
- white paper
- marketing slicks
- power point presentations for both internal training and external presentations
- implementation guides
- pricing for the proposed service
- CRM advanced finds for target customer

Once this step has been completed, the ASDM will then be responsible for training the sales team on the newly created service offering.

The second area of responsibility for the ASDM is driving the sales of the created service offerings. While it is important that the sales team understands what service offerings are available, the driving of the sales of service offerings is the sole responsibility of the ASDM. The ASDM must work with the Marketing team to create call and email campaigns to generate a services pipeline.

He or she must stay in constant contact with ATG's customer base in order to determine what new offerings ATG needs to develop along with keeping the customers up to date on what services ATG can provide the customer. The ASDM will also be part of pre-sales calls with the sales team for customers that meet certain criteria as defined by the Sales Manager and Chief Technical Officer.

The final area of responsibility for the ASDM is the delivery of the service offering. While the ASDM will not be doing the actual work, the ASDM will act as the project manager for the offering. It is the responsibility of the ASDM to manage the project timelines, the scope of the project, delivery dates and milestones, and completion and payment of the project.

The ideal candidate would have held a position in industry in a Business Development role. The ASDM must have a bachelor's degree in a related field. While it is not important for the ASDM to be an expert in the Revit products, general proficiency of the Revit products is important. The ASDM needs to understand how the products in the Autodesk Suites work together. The ASDM must have knowledge of the workflow processes of the industry.

It is important for the ASDM to have project management and problem solving skills. The ASDM must have the ability to effectively communicate the proposed service offering and the value that is provided to the customer. The ASDM will be a part of the Service department and is expected to be a team player. Professional conduct in both ATG offices and customer sites is expected at all times. The majority of time will be spent in the Little Rock office, some travel to trade shows, customer sites, and user groups may be required.

Forward resume to [sales@atgusa.com](mailto:sales@atgusa.com)