Consulting Services Manager, AWS Professional Services, Public Sector

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Company: Amazon

Location: Australia

Category: other-general

DESCRIPTION

AWS Sales, Marketing, and Global Services (SMGS) is responsible for driving revenue, adoption, and growth from the largest and fastest growing small- and mid-market accounts to enterprise-level customers including public sector. The AWS Global Support team interacts with leading companies and believes that world-class support is critical to customer success. AWS Support also partners with a global list of customers that are building mission-critical applications on top of AWS services.

The Amazon Web Services Professional Services team is looking for Enterprise Service Managers (ESM) to join our National Security and Defence team in Australia. The ESM is a trusted advisor for our largest Customers to understand and help realise their critical business outcomes with AWS.

The ideal candidate will possess deep knowledge of National Security and Defence Customers, their missions and priorities. They will have a combination of experience in strategic planning, business development, sales, and program management. They will have a deep industry background that enables them to engage and communicate effectively on a wide range of technical and business discussions with customers, partners, and internal AWS teams.

Professional Services engage in a wide variety of projects for customers and partners, providing collective experience from across the AWS customer base and are obsessed about strong success for the Customer. Our team collaborates across the entire AWS organization to bring access to product and service teams, to get the right solution delivered

and drive feature innovation based upon customer needs.

Clearance:

This position requires that the candidate selected will be an Australian Citizen that either holds or will be eligible to obtain and maintain a Negative Vetting Level 2 (AGSVA) security clearance.

We are looking for someone who is passionate about:

• Engaging with Customers to understand their business drivers and application portfolio

• Building of a transformational vision and execution model aligned with Customer's challenges and desired outcome. Develop bold cloud strategies with senior executives and present respective proposals.

• Development of long term Cloud Strategy for customers - Help shape customers' cloud strategy, cloud transformational roadmaps and changes in working practices

• Identifying & developing specific opportunities and supporting business cases

• Deal shaping, including estimations and deal pricing

• Contract negotiations & closing

• Oversee delivery of projects, ensure high quality, on time and on budget delivery and customer satisfaction. Mitigation of delivery risks and issues.

• Engaging with customers actively leveraging Technical or IT Advisory / IT Transformation skills to support project delivery.

• Building strong relationships with senior executives and enterprise teams to understand goals and required outcomes

Key job responsibilities

Your responsibilities will include aligning ProServe offerings to critical business and IT outcomes, overseeing and assessing capture and proposal activities specific to AWS ProServe, working with partner managers to drive a holistic partner strategy and providing insight to accelerate rate of execution/adoption of cloud technology. You will dive deep into Customer priorities, needs, and challenges and identify opportunities for AWS ProServe to support their missions and objectives. You will develop and implement go-to-market plans for those opportunities and drive them through the sales cycle. You will identify technologies, services, solutions, and partners that help our customers achieve their missions.

About the team

Diverse Experiences

AWS values diverse experiences. Even if you do not meet all of the qualifications and skills listed in the job description, we encourage candidates to apply. If your career is just starting, hasn't followed a traditional path, or includes alternative experiences, don't let it stop you from applying.

Why AWS?

Amazon Web Services (AWS) is the world's most comprehensive and broadly adopted cloud platform. We pioneered cloud computing and never stopped innovating — that's why customers from the most successful startups to Global 500 companies trust our robust suite of products and services to power their businesses.

Inclusive Team Culture

Here at AWS, it's in our nature to learn and be curious. Our employee-led affinity groups foster a culture of inclusion that empower us to be proud of our differences. Ongoing events and learning experiences, including our Conversations on Race and Ethnicity (CORE) and AmazeCon (gender diversity) conferences, inspire us to never stop embracing our uniqueness.

Mentorship & Career Growth

We're continuously raising our performance bar as we strive to become Earth's Best Employer. That's why you'll find endless knowledge-sharing, mentorship and other career-advancing resources here to help you develop into a better-rounded professional.

Work/Life Balance

We value work-life harmony. Achieving success at work should never come at the expense of sacrifices at home, which is why we strive for flexibility as part of our working culture. When we feel supported in the workplace and at home, there's nothing we can't achieve in the cloud.

AWS Professional Services lead Government, education, non-profits, and healthcare organizations; and their IT providers through their cloud adoption journey and help them achieve their desired business outcomes through AWS leadership and technical expertise. AWS Professional Services optimize the customers' model, reduce risk, and shorten customers' time to value via scientific breakthroughs, creating a broader reach to constituents, and producing productivity benefits, allowing for them to focus on their core missions.

We are open to hiring candidates to work out of one of the following locations:

Canberra, ACT, AUS

BASIC QUALIFICATIONS

- Experience delivering and selling Consulting and Professional Services – Senior level executive engagement and advisory experience

- A strong understanding of cloud computing (Iaas, SaaS, PaaS), its benefits and the impact on enterprise transformation.

- Ability to navigate across complex environments and the customer in a trusted advisor/consultative approach; and, establishing credibility quickly with senior level executives across the organizations.

- Excellent written and verbal communication skills, including group leadership and executive presentations

PREFERRED QUALIFICATIONS

- Understands the value proposition of the public cloud and has delivered cloud engagements (IaaS, PaaS, SaaS)

- AWS Certifications, e.g. AWS Certified Solutions Architect or AWS Cloud Practitioner

Acknowledgement of country:

In the spirit of reconciliation Amazon acknowledges the Traditional Custodians of country throughout Australia and their connections to land, sea and community. We pay our respect to their elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

IDE statement:

Amazon is committed to a diverse and inclusive workplace. Amazon is an equal opportunity employer, and does not discriminate on the basis of race, national origin, gender, gender identity, sexual orientation, disability, age, or other legally protected attributes.

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