

Director, Cloud Operations

POSITION SUMMARY

The Director of Cloud Operations is responsible for the overall day-to-day operations of managing CalabrioCloud Services including software deployment and upgrades, system setup, system administration, monitoring, incident resolution, problem management, configuration and change management, security management and monitoring, capacity planning, availability management, and disaster recovery. This individual will also develop and implement best practices to manage cloud operations, assists in technical standards development, assists in architecture development, staffing and staff development, and leadership.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provide 24 X 7 operations for CalabrioCloud Services, Disaster Recovery, Scanning and Archiving, Data Repository, and Remote Operations Services Develop and oversee Network Operations, Event Management, Incident Management, Problem/Escalation Management, Configuration Management and Change Management Processes for all CalabrioCloud Services.
- Ensure successful backup and/or replication of Customer Data in a secure manner. Contribute to and enhance Security policies and procedures for CalabrioCloud Services. Implement System Management Tools to provide monitoring and management of all Cloud infrastructures.
- Define and report Key Performance Indicators to monitor process health; define and report Customer facing service metrics. Implement and oversee Security policy, monitoring, and guidelines for CalabrioCloud Services. Conduct System Outage Analysis to prevent the reoccurrence of incidents. Implement continuous improvement plans for all services and processes.

CORE QUALIFICATIONS

Minimum qualifications: (To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the minimum knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

- Five years or more of progressive experience in large complex information systems, Cloud services recommended. Experience with Amazon Web Services (AWS) is a must have. Must have strong cloud operations background.

- Five years or more of IT Service Management, data center, server, and storage management, virtualization, networking, systems management, and/or project management are recommended.
- Education or equivalent experience in ITIL, PCI-DSS, SAE16, ISO27001, Cobit, and/or HIPAA preferred for this position. Three years or more experience in a leadership role preferred.

SUPERVISOR RESPONSIBILITIES

Directly manages assigned employee group. Carries out management and supervisory responsibilities in accordance with the organization's policies and applicable laws.

- Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems

EDUCATION/EXPERIENCE

- Bachelor degree in Information Management, Computer Science, or other related field is preferred for this position

CERTIFICATIONS AND LICENSES

- Certifications in ITIL considered a plus for this position
- Certifications in Cloud Technologies considered a plus for this position

MENTAL/PHYSICAL REQUIREMENTS

- Ability to be on feet while performing job responsibilities
- Ability to sit for long periods of time depending on your position and/or getting up and down through your work shift
- Ability to view a computer for a long period of time

WORKING RELATIONSHIPS

- The Director, Cloud Operations reports to the SVP of Product Development and will build and manage a team of experienced cloud operations engineers

COMPANY POLICY/PROCEDURES COMPLIANCE

Follow all company policies and procedures as well as local, state and federal laws concerning employment to include, but not limited to: I-9 information, EEOC, Civil Rights and ADA.

BENEFITS

We value our employees' time and efforts. Our commitment to your success is enhanced by our competitive compensation and extensive benefits package including paid time off, medical, dental, vision and 401k benefits and future growth opportunities within the company. Plus, we work to maintain the best possible environment for our employees, where people can learn and grow with the company. We strive to provide a collaborative, creative environment where each person feels encouraged to contribute to our processes, decisions, planning and culture.

To apply to this career opportunity, follow this link:

https://workforcenow.adp.com/jobs/apply/posting.html?client=calabrio&jobId=146017&lang=en_US&source=CC277445

ABOUT CALABRIO

Calabrio is the fastest growing provider of contact center workforce optimization (WFO) and customer engagement software in the industry. Calabrio creates solutions that record, capture and analyze contact center interactions to improve the customer experience and drive top-line business growth. Its solutions tie the flood of data received from call center contacts, transactions, social media posts and devices together to enable companies to make solid predictions and analysis—providing guidance for future growth, improvement, and development.

In 2015, Calabrio was named a “Leader” in the prestigious Gartner Magic Quadrant for Workforce Optimization, moving up from its previous rank as “Visionary” in 2012, 2013 and 2014. According to industry leading analyst Gartner, “Calabrio has moved from the Visionaries quadrant to the Leaders quadrant due to the continued maturation of its suite and strong annual growth.” (Gartner 2015)

The WFO market is over \$3 billion, with an additional \$3 billion opportunity in the Contact Center Analytics market. According to Gartner, “By the end of 2018, 70% of organizations with over 300 customer engagement center agents will take an integrated approach to workforce optimization with their next round of technology investments, whether on-premises or in the cloud.” Calabrio credits its market leadership position to the company's intense focus on:

- Innovative and scalable products
- Intimate knowledge of channel and the market
- Customer-centric development and deployment
- Award-winning customer support and service
- Dedicated team
- Process that eliminates friction for the customer
- Aggressive platform integration strategy

Today, Calabrio sells 80% through partners and 20% directly. By 2020, the company intends to substantially grow its direct sales effort. Calabrio's stellar training capabilities, nimbleness in working with large, sophisticated clients to smaller organizations (5 to 50,000 seats), and ease of integration with network hardware has

prompted many clients to adopt its portfolio of software solutions. Calabrio's impressive list of more than 4,000 customers worldwide includes FedEx, REI, JCPenney, Halliburton, Subaru, Cigna, and CoBank.

Calabrio's strong leadership team executes on the company's vision, successfully positioning Calabrio for rapid growth in an exciting, competitive space.

Calabrio's annual revenue will reach more than \$50 million in 2016, and the company is on track to more than double in three years. Headquartered in Minneapolis, MN, Calabrio maintains offices across North America, Europe and Asia-Pacific. The company has 130 global partners and 250 employees worldwide.

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