

# Assoc. Director - Digital Workplace technologies

Job ID  
REQ-10021068  
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India

## Resumen

We are looking for an outstanding technology lead to join our team in the workplace technology domain, with a focus on Conferences, Printing, Personal Computing, and Telephony. The ideal candidate should have over 10 years of hands-on experience with technologies and platforms such as Windows, iOS, Android, Webex, Microsoft Teams Rooms/Room OS, MacOS, IoT, Generative AI, and monitoring tools like Tachyon, ThousandEyes, and Aternity.

Additionally, the candidate should possess strong scripting and coding skills, including but not limited to, deep knowledge of Kernel, system engineering, Windows security, and iOS app packaging and publishing.

## About the Role

### MAJOR ACCOUNTABILITIES

Collaborate with the solution architect to develop a comprehensive technology roadmap encompassing Windows, iOS, MacOS, Webex, and MTR.

- Lead and drive innovation initiatives within the organization, promoting a culture of creativity and continuous improvement. Drive the testing, proof of concept (POC) phases, and integration of emerging technologies.
- Ensure the seamless integration of new technologies to enhance user experience (UX) and productivity.
- Facilitate collaboration with the Digital Workplace Experience and Research team to understand user experience (UX) needs and leverage technology to create effective solutions.
- Work closely with technology partners to co-create innovative solutions.
- Lead the observability practice for the Digital Workplace function, ensuring the implementation and management of monitoring tools such as Cisco ThousandEyes, Splunk, Tachyon
- Assist in the evaluation and implementation of proactive, predictive, and self-healing tools and technologies that leverage artificial intelligence (AI).
- Stay updated on the latest industry trends and emerging technologies related to respective technologies and platforms.
- Identify and assess opportunities for innovation within the organization, in line with business objectives.
- Develop and execute strategies to leverage respective platforms, and video conferencing technologies to drive business growth and enhance productivity
- **KEY PERFORMANCE INDICATORS / MEASURES OF SUCCESS**
- Adoption Rate: Measure the rate of adoption and utilization of respective technologies and regularly report on those. Cost Optimization: Assess the cost-effectiveness and efficiency of implementing and respective platforms and technologies, without compromising the quality
  - Innovation Output: Measure the number and impact of innovative projects or initiatives led by the

Innovation Lead that leverage IOS, Windows 11, Windows PCs, and video conferencing technologies.

- Strategic Alignment: Assess the degree to which video conferencing technologies, align with the organization's strategic objectives.

## **EDUCATION:**

Master's degree or comparable qualification in Computer Science / Information Technology or a similar discipline.

## **EXPERIENCE:**

Experience: A minimum of 10 years in a technology-driven role, with at least 5 years as a solution architect or technology lead in Mobile, Personal and Conferencing devices Operating systems and platforms a solid experience with contact centres is a plus. Proficiency in emerging technologies such as artificial intelligence, machine learning that we can apply in Conference services, telephony and personal compute area History of stakeholder management in a global environment with a minimum of 5 years of experience Over a decade of progressive IT industry experience and expertise in Operations.

## **SKILLS & KNOWLEDGE:**

Knowledge and awareness of respective technology industry standards (e.g. MTR, Zoom, Cisco Conferencing, Mac OS, IOS, AI, Windows OS etc.) Deep understanding of how these platforms are supported and supporting each other in the reliable ecosystem Strong analytical and problem solving skills. Excellent communication and collaboration skills. Ability to work in a fast-paced, dynamic environment. ITIL V4 Foundations Certification

## **Skills Desired**

Communication, Group Problem Solving, Incident Management, Information Technology (IT) Infrastructure, IT Governance, IT Service Management (ITSM), Microsoft Teams Rooms Management, Cisco Webex, Risk Management, Stakeholder Management

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