

Estimado Mauricio Ismael Amaro Lozada, participante del Diplomado Executive Advanced Certificate CIO Program.

Una importante empresa transnacional de tecnología nos ha solicitado hacer la promoción y selección de los mejores candidatos para cinco posiciones “Senior Level Director” que tienen salarios y prestaciones altamente competitivos.

Si es de tu interés, te invitamos a enviar tu currículum vitae en inglés y español a **administrador@mastercios.com**, para evaluarlo en la posición que mejor se ajuste a tus aptitudes.

Saludos cordiales,

Mtro. Carlos M Rodríguez  
Administrador, MasterCIOS

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## **POSICIONES REQUERIDAS:**

### **SENIOR CREATIVE DIRECTOR - SPORTS**

Applicants are required to read, write, and speak the following languages: English.

#### **Detailed Description and Job Requirements:**

As a Creative Director on the Brand Experience team, your focus will be to oversee and lead our enterprise’s campaign and marketing outputs—build and develop compelling campaigns, product pages, video, events, and other demand generation assets. You will work closely with the marketing and product teams to create and bring ideas to life that help drive customer engagement while constantly pushing creative boundaries to create truly impactful experiences for our customers.

#### **Core Responsibilities:**

- Help lead and set the creative vision for evolving enterprise’s brand and Sports marketing programs.
- Partner with VPs, ECD, CDs and marketing business partners to define and produce content for a variety of audiences and channels: digital display, print, video, social, out of home, event collateral, and web pages.

- Work across enterprise's stakeholders at all levels to drive awareness and to support large-scale transformational programs and initiatives.
- You are a hands-on creator and lead by doing not just directing.
- Present and persuade senior level stakeholders.
- Lead a team of designers across geographies.

**BASIC QUALIFICATIONS:**

- Bachelor's degree plus 8+ years professional experience in related field advertising or graphic design with proven agency and/or in-house experience.
- Award winning portfolio of work.
- Ability to combine business strategy, brand strategy, and customer insight to create compelling creative.
- Ability to adapt to change quickly and work in both structured and changing environments.
- Must be comfortable presenting ideas to senior level stakeholders, receptive of feedback, and quick to apply changes.
- Experience leading and managing direct reports.
- Must be comfortable in fast-paced, deadline-driven environment and able to manage multiple priorities well.
- Must have expertise and experience with creating content for print media, digital/web, OOH, broadcast, social.
- Self-driven and able to be both strategic and execution oriented.
- Superior written, verbal, and visual communication skills; must be able to edit own work.

Our enterprise is an Affirmative Action-Equal Employment Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, sexual orientation, gender identity, disability, protected veterans status, age, or any other characteristic protected by law.

Job Type: Regular Employee Hire

Location: Guadalajara, Zapopan

Shift: Day Job

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**GLOBAL ENTERPRISE CENTER DIRECTOR**

Applicants are required to read, write, and speak the following languages: English.

**JOB RESPONSABILITIES:**

You will be responsible for leading a team of managers and technical resources for your assigned region/subregion. The organization you lead will comprise managers and Advanced Support Engineers (ASEs) teams. ASEs work to successfully deliver the technical component of Advanced Customer Services contracts into designated customer accounts within one or more regions, covering multiple technologies. Your assigned regions will be Latin America, so this will be your primary region and main area of responsibility.

You will lead and manage the ASE teams responsible for providing customers with the guidance and support needed throughout the entire implementation life cycle to ensure enterprise's products' successful and most effective use.

You will be responsible for all aspects of the ASE function, including customer satisfaction, employee performance & development, and team morale. You will also work towards optimizing the overall operation of the business and attending to all administrative operational duties.

You will operate within enterprise's management policies and practices while executing company policies that affect immediate operation(s) and may have a company-wide effect.

You will recruit, retain, develop, coach, motivate, and manage multiple managers and/or Technical delivery resources to attain/exceed defined customer objectives. In addition, you will drive the technical and soft skills development of team members in line with ACS objectives and their development plans career goals.

You will also support the wider ACS team on delivering against the established business goals, including margin and revenue targets and any support needed to renew customer contracts for continued profitable revenue streams. In addition, you will work closely with the ACS GM for the assigned region/sub-regions. Through this engagement, you will understand and provide the resources and skills needed to deliver ACS Services effectively and efficiently.

You will be accountable as the point of contact for remote services within the designated region. You will ensure that appropriate technical skills are available and that resource coverage is in place to fulfil ACS delivery commitments efficiently. This delivery commitment may be onsite, remote or through external vendors.

You will ensure high customer satisfaction levels by meeting quality and productivity guidelines. In addition, you will support and execute quality/productivity improvement efforts and understand the strategies of the broader ACS organization.

**SKILLS & EXPERIENCE:**

- Over 7 years experience in a management function, especially in an organizational lead capacity, specifically managing other managers.
- Experience managing and controlling activities in across multiple functional areas.
- Understanding of various technical architectures and operating systems including web-based applications, networks, and latest enterprise's product technologies.
- Project Management (PMP) certification or extensive Project Management experience across global and diverse organizations preferred.

**BUILDING STRATEGIC PARTNERSHIPS:**

Secure broad support for initiatives from key players across lines of business (LOB). Actively build connections and partnerships with others across organizational, cultural, and global boundaries. Address and resolve conflicting or competing priorities that may become barriers to collaboration. Integrate global inclusion strategies/behaviors into business strategy and plans.

**ORGANIZATIONAL INFLUENCING:**

Build stakeholder relationships to gain internal and external support and backing. Present and articulate complex concepts and ideas in a persuasive and easy to understand manner. Cultivate networks throughout the organization to support and create a foundation for future influence.

**DRIVING COMPETITIVENESS AND INNOVATION:**

- Use deep customer understanding to deliver competitive advantage.
- Establish systems and processes that create an environment that allows for exploration of new ideas. Build value across multiple lines of business Proactively addresses changing priorities and operating environment.

**DELIVERING ORGANIZATION-WIDE LEADERSHIP:**

Role models leadership behavior that is consistent, clear, honest, and genuine. Create internal vision that inspires and engages people across lines of business (LOB). Develop and deploy talent across LOBs.

**COMPLEX DECISION-MAKING:**

Provide balanced judgment and demonstrate problem-solving skills in extremely complex and ambiguous situations. Demonstrate ethical, balanced judgment and decisiveness when consequences of the decision involve potential risk to business results, team, or self. Recognize the broad, systematic implications of problems and issues.

**CROSS-LOB EXECUTION:**

Translate strategic priorities into cross-lines of business (LOB) operational plans that define how to achieve results. Hold self and others accountable for driving results across LOBs. Identify and overcome barriers to effective cross-LOB performance. Organize and deploy resources appropriately to achieve optimal results.

**DETAILED DESCRIPTION AND JOB REQUIREMENTS:**

This position will be responsible for managing a Line of Business responsible for providing customers with the guidance and support needed throughout the full life cycle of implementation to ensure successful and most effective use of enterprise's products. In addition, this position will be a leader in ensuring overall customer satisfaction with enterprise's products and related implementation services.

This position is part of the Support Advanced Customer Services organization. This leadership position has direct revenue and margins responsibility, within an identified geography. The role is a manager of other managers, covering the full lifecycle of a TAM delivery team's capabilities and skillsets, and is responsible for continuous delivery practice development. The job role is also responsible for ensuring successful implementation of enterprise's Applications at customer sites from initial pilot to full customer production rollout, ongoing support for customers in production, and overseeing the ACS delivery organization within that specified geography. He/she will ensure high levels of customer satisfaction by making certain that quality and productivity guidelines are established and strived for by each team, driving quality/productivity improvement efforts, understanding and conveying strategies of the enterprise's Support Services organization.

Assists in the development of short, medium, and long term plans to achieve strategic objectives. Regularly interacts across functional areas with senior management or executives to ensure unit objectives are met. Demonstrated success for at least 3 years and as a TAM Manager for at least 2 years (or have prior experience in managing large delivery teams and with P&L responsibility for at least 3

years). Recommended more than 12 years of professional Information Systems implementation experience in the package application space. Project Management (PMP) certification or extensive Project Management experience across global and diverse organizations.

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Job Type: Regular Employee Hire

Location: Guadalajara, Zapopan

Shift: Day Job

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## **CONSULTING SOLUTION DIRECTOR**

Applicants are required to read, write, and speak the following languages: English, Spanish.

### **Detailed Description and Job Requirements:**

As an acknowledged authority within the enterprise, this senior-level consulting professional has a breadth of knowledge and understanding of solutions, industry best practices, multiple business processes or technology designs across multiple product families. Collaborates with the consulting sales team to design innovative solutions that have industry-wide impact.

Analyzes business needs to ensure enterprise's solution meets customer objectives. Exercises creativity and independent judgment and business acumen in selecting methods and techniques to design non-routine and very complex business solutions utilizing enterprise's products and technology to meet customer needs. As a position of technical and professional influence, this individual frequently operates at the leading edge of technology. Recommends and justifies enhancements to enterprise's products to meet complex customer needs. As a thought leader and customer advisor, influences customer leadership in acceptance of enterprise's solutions and services to facilitate the closing of consulting deals. Contributes to non-routine and very complex statements of work, work breakdown structure and/or level of effort and staff plans. Presents and demonstrates solutions to customers. Builds and maintains a network and up-to-date specific industry or product knowledge. Responsible for transitioning deal knowledge to implementation team. Coordinates a pursuit team of subject matter experts. Leads the domain specific solution design aspects of engagement(s) ensuring high quality and integrated business solutions. Knowledgeable of competition and external factors that may influence enterprise's competitive position. Resolves highly complex customer issues by recommending solutions. Ensures enterprise solution spans across the customer's business processes. Designs innovative solutions that maximize the use of standard product capabilities to meet customer objectives.

10+ years of experience relevant to this position including 5 years of consulting experience. Prior team lead or manager experience. Undergraduate degree or equivalent experience. Broad product, technology or industry expertise. Ability to craft and articulate strategic solutions. In-depth knowledge of implementation methodologies and best practices. Knowledge of competitive & partner products,

technology and solutions. Proficient in using selling and negotiation techniques and tools. Ability to travel as needed.

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Job Type: Regular Employee Hire

Location: Mexico City

Shift: Day Job

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## **CONSULTING PROJECT TECHNICAL DIRECTOR**

Applicants are required to read, write, and speak the following languages: English, Spanish.

### **DETAILED DESCRIPTION AND JOB REQUIREMENTS:**

As an acknowledged authority within our enterprise, this senior-level project management position provides consistent high quality and innovative solution leadership with industry-wide impact. Responsible for guiding the successful implementation of an integrated business solution ensuring high quality and timely delivery within budget to the customer's satisfaction.

Analyzes business needs to help ensure enterprise's solution meets the customer's objectives by combining industry best practices and product knowledge. Effectively applies enterprise's methodologies and policies while adhering to contractual obligations, minimizing enterprise's risk and exposure. As a position of professional influence, this individual frequently operates at the leading edge of technology. Recommends and justifies enhancements to enterprise's products to meet very complex customer needs. Exercises creativity and independent judgment in identifying and resolving major issues and risks impacting project success. Provides direction and mentoring to project teams. As a thought leader and trusted advisor, effectively influences decisions at the leadership level of customer organizations. Ensures customer deliverables are acceptable, and works closely with the customer to understand and manage project expectations. Enables business development efforts by providing subject matter expertise. Manages the scope of medium to large-scale projects, and accounts with varying levels of complexity.

10+ years of experience relevant to this position including 3 years of project management experience. Demonstrated ability to follow solid project management principles and successfully manage projects of increasing complexity. Comfortable working in a matrix management environment. Strong influencing and negotiation skills to deal with internal stakeholders, customers, and vendors. Product, technology or industry expertise relevant to the portfolio focus. Selling skills preferred. Undergraduate degree or equivalent experience. PMI certification preferred. Ability to travel as needed.

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Job Type: Regular Employee Hire

Location: Mexico City

Shift: Day Job

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## **TECHNOLOGY CONSULTING PRACTICE DIRECTOR**

Applicants are required to read, write, and speak the following languages: English, Spanish.

### **DETAILED DESCRIPTION AND JOB REQUIREMENTS:**

This director position is responsible for managing business operations and resources of a given practice that can be defined by industry, service line, technology center, specialty area or region. Responsible for managing the three main pillars of a practice: people management, portfolio/delivery management and sales enablement. Has profit and loss responsibility or financial/expense management of practice.

Accountable for operational/financial metrics and overall business results of practice. Responsible for maintaining strategic direction, ensuring profitable growth of the practice, quality of consulting delivery, and maintaining customer referenceability. Develops strategy and plans to successfully implement operational policies and achieve business objectives. Accountable for managing and growing a significant revenue stream and customer base. Typically manages multiple first line managers and/or senior level individual contributors. Resolves staffing issue in complex engagements. May serve as advisor or project sponsor role for moderately complex engagements.

10+ years of experience relevant to this position including 5 years of consulting experience and 2 years of project management leadership experience. Direct line Management experience including project, people, customer, financial management preferred. Product, technology or industry expertise relevant to the practice focus. Ability to develop and maintain relationships at the executive level. Undergraduate degree or equivalent experience. Ability to travel as needed.

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Job Type: Regular Employee Hire

Location: Mexico City

Other Locations: Costa Rica-Santa Ana, Brazil, Colombia-Bogota

Shift: Day Job

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