

IBM® Software Accelerated Value Program- Accelerated Value Specialist (AVS)

Overview

- The IBM Accelerated Value Specialist (AVS) is your trusted advisor, who will provide you with the highest level of remote and/or on-site technical direction for specific supported products, including initiatives such as diagnostic coaching and defect and non-defect problem resolution assistance.

Accelerated Value Specialist (AVS)

- Provide a delivery plan and quarterly reports with strategic advice and success measurements
- Facilitate weekly/monthly cadence calls and engage across business units for adoption and growth
- Communicates across business units as the primary point of contact into support management and development
- Use knowledge of Client's environment to help eliminate planning and implementation errors
- Provide proactive support for avoidance of challenges and eliminate delays through client-focused skills transfer of best practices and product featured optimization
- Provide direct support to you and field personnel for the resolution of reported problems utilizing support tools and systems in accordance with established working practices.
- Investigate solutions and root cause analysis

Accelerated Value Specialist Responsibilities

Deep Technical Expertise	Assigned for a particular area of technology
	Used to replicate/test scenarios and solutions
	Advanced guidance for projects and technology roadmaps
	Helps advise on documented fixes and workarounds for the client environment
Client Enablement	Proactively coach customer's staff in product knowledge
	Facilitate skill development through customized briefings
	Provide benchmark and status reports
Tactical Activities	Assists with product deployment and configuration
Advanced Troubleshooting	Apply proven practices and experience
	Use code specific and diagnostic tools
	Provide expert analysis and solutions

Goals

- Provide technical expertise to avoid potential problems to mitigate the impact of reported issues.
- Provides prioritization and key reporting of open support issues.
- Provide proactive support related advice at strategic and tactical levels.
- Advise and implement operational process improvements to enhance support experience.
- Deliver client- focused skills transfer in best practices and product/environment feature optimization.
- Leverage advanced tools and techniques for diagnostics and issue resolution.

Contact

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