

**WANTED: High-Performance IT Service Manager – Buffalo Grove, IL**

Are you looking for a change? Are you a detail oriented, high-performance IT Service Manager who knows how provide expert direction and oversight for significant decisions around architecture, technology solutions and project implementations while managing a small team of professionals which provide high-quality services? Do you enjoy working in an environment where exceptionally high standards are expected?

**For the hands-on, experienced IT Service Manager who said “yes” to all of these questions, this is the opportunity for you.**

We are a small, award winning, growing entrepreneurial IT consulting firm that is in need of a high-performance IT Service Manager to utilize their technology passion and hands-on technology experience to manage the service team which focuses on the design and implementation of cloud, managed services and security solutions. Who will also work to continually improve customer service, perception and satisfaction to create raving fans

**What you can expect in the IT Service Manager Position?**

As an IT Service Manager, you will be responsible for improving the overall reliability and performance of the service team as well as to recruit, lead and develop key members of the service team.

This will include but not limited to:

- Supervise IT services team to support and maintain company and client IT infrastructure.
- Provide infrastructure support for new releases and deployments.
- Interact with business team to understand service level agreements and communicate the same to team members.
- Mentor and direct team members for timely completion of assigned projects.
- Conduct team meetings on regular basis to discuss about project issues and status.
- Oversee infrastructure upgrades, modifications and deployments.
- Conduct risk assessment and develop mitigation plans.
- Perform root cause analysis of infrastructure problems and develop resolution plans.
- Perform incident analysis and suggest action items.
- Work with the team to develop problem management and service improvement plans.
- Maintain all documentations for deployment, maintenance, upgrades, and problem resolution activities.
- Act as an escalation contact for all customer queries and issues.
- Assist in staff recruitment, training, performance evaluation, promotion, retention and termination activities.
- Communicate department goals and procedures to team members.
- Ensure team follows best practices and maintain service level agreements.

**What will make you successful?**

- High-energy, detail oriented and process driven with a servant leadership style.
- Previous experience leading a team with implementing and supporting:
  - Microsoft related technologies
  - Citrix Technologies and other virtualization technologies
  - Complex networked systems and datacenter environments (shared storage and SAN)
  - Backup Disaster and recovery solutions
  - Remote access solutions
  - Standard technologies such as multi-factor authentication, endpoint encryptions, spam filtering
  - LAN/WAN, router, switches, firewalls and wireless
- 5+ years of IT service management experience
- ITIL, PMP certification
- Dynamic leader with a proven track record in customer service
- Strong customer service and salesmanship skills
- Ability to manage complex projects and teams