



IT Service Manager Position Description

Department	Service Team	Full Time
Reports to	President	Exempt
Updated	February 23, 2018	

GENERAL SUMMARY:

The Service Manager is responsible for the overall service delivery to our customers. This position will work directly with the President to ensure that the service team has the tools and processes in place to provide first class service in a proactive manner for our customer's IT needs. This position will work strategically to accomplish an efficient work flow, standardization of all processes/procedures, and scalability of staff through ongoing growth of the company.

Duties and Responsibilities:

- Coach and Mentor Help Desk and Field Technicians
- Work with the service coordinator to oversee the service team
- Communicate with all parties in a constructive manner to guarantee customer expectations and SLAs are met or exceeded
- Manage the service boards and ensure efficient ticket flow
- Maintain awareness of all outstanding customer issues both pre- and post-delivery.
- Management of the dispatch, on-call and staff schedules
- Coordinate service delivery with the project team
- Ensure swift action on any outages or 'at-risk' tickets
- Act as an escalation point for service tickets and work with technical team leads to ensure that resolution of issues related to technical difficulties with hardware, software, and network telephony systems are expedited to completion.
- Drive problem investigation and resolution with consistent follow up
- Manage the development of the team by ensuring that daily tasks and activities are in line with their career paths
- Recognize ongoing/repeat issues & create service templates for efficient, standardized resolution
- Identify, recommend and implement procedures for process improvement
- Manage the service team to meet daily time and ticket expectations
- Manage the service team to meet utilization and billing targets
- Ensure service team is meeting documentation and quality standards, including adherence to processes
- Assist in hiring of new technicians
- Assist in the handoff of new customers to the service team
- Stay current with MB product catalog

Knowledge, Skills, and/or Abilities Required:

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

- 3+ years working on a professional help desk team with at least 1 year of supervision
- Understanding of basic IT terminology (operating systems, business applications, printing systems, and network systems)
- Proficient use of Microsoft Windows and Microsoft Office Suites
- Service awareness of all organization's key IT services for which support is being provided
- Technical awareness: ability to match resources to technical issues appropriately
- Provide first class service in a proactive manner for our customers' IT, and data needs
- Strong leadership skills with an ability to positively mentor, coach and lead by example
- Conduct one's self with proper business ethics; treat others with respect and keep commitments with a high level of integrity and morale
- Respond promptly and professionally with prospects, customers and fellow team members working in a team environment
- Excellent documentation and writing abilities with the ability to write clearly, informatively, and completely on all tickets, customer and internal communications
- Excellent communication skills with strong articulation and the ability to listen and probe openly and patiently and get clarification
- Strong attention to detail and accuracy
- Strong analytical and problem-solving skill handling difficult situations without pause
- Ability to prioritize and effectively manage multiple tasks simultaneously
- Ability to follow directions and work independently
- Self-motivated with the ability to work in a fast moving, sometimes high stress environment
- Professional in appearance and approach to positively represent MB at all times
- Must be able to be flexible with regards to schedule

Preferred Qualifications:

- Bachelor's Degree Preferred
- 3+ years managing technical teams

Benefits:

- Salary is competitive with the industry and commensurate with experience
- Competitive benefits package that includes Health, Dental, Vision, Short-Term Disability, Long-Term Disability, PTO, Parental Leave
- 8 Company-paid holidays, including New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Friday after Thanksgiving, Christmas Day, and your Birthday.
- 401(k) plan