

Service Manager

At Omni Strategic Technologies we integrate technology with business to grow revenue, save time, and improve the bottom line. Because we value and care for one another, we foster a culture to pursue career ambitions yet understand that we achieve more together than we can as individuals. We attract accomplished professionals to provide superior client care and outstanding business results. Together, we create our future.

Job Description Summary: The Service Manager is responsible for managing the activities and responsibilities of the service desk team. As a part of this management, the Service Manager is also responsible for providing high-level technical assistance to the team and ensuring service and support is provided to customers at agreed levels.

Basic Functions:

- Manage the service desk team's daily activities.
- Function as the customer's single point-of-contact for problem identification and resolution for issues that have been escalated by the team.
- Manage the dispatch process of service requests to ensure full utilization of resources.
- Improve usage of Support resources and increase productivity of the team.
- Communicate with all parties in a constructive manner to guarantee customer expectations are met.
- Maintain awareness of all outstanding customer pre- and post-delivery issues and provide status to clients as necessary.
- Perform customer follow-up to verify final resolution and determine satisfaction level.
- Interface with appropriate technical personnel for customer problems that cannot be resolved effectively.
- Provide accurate reports and metrics to company management on the status and budget of on-going projects and agreements.
- Understand overall service desk objectives, as well as the role and function of each team member.
- Manage the development of the team by ensuring that daily tasks and activities are in line with their career interests.
- Assist the service desk team in design and development tasks.
- Contribute to the continuity of services by providing the necessary leadership.
- Drive problem investigations and resolution as required.
- Ensure that risks are identified, communicated, and mitigated and that services and projects are delivered successfully through to production.
- Design and maintain process documentation for the service desk team.
- Manage the process of implementing change efficiently and effectively.
- Manage the remote monitoring and management system to ensure consistency and accurate reporting of customer devices.

Additional Duties and Responsibilities:

- Identify areas for improvement and make constructive suggestions for change.
- Continually seek opportunities to increase customer satisfaction and deepen customer

relationships.

- Escalate service desk issues to the leadership team as required.
- Ensure consistency of existing systems through creating, maintaining, and enforcing standards/procedures for implementing solutions.
- Communicate escalated issues to customers: keeping them informed of progress, notifying them of impending changes, agreed outages, etc.
- Maintain specific knowledge of the customer and how our service relates to their business strategy and goals.
- Develop in-depth knowledge of the service catalog and how it relates to customer's needs.
- Be involved in the design and building of new services.
- Conduct performance evaluations and mentor those with less experience.
- Develop training programs to develop and refine the skills of the service desk team.
- Facilitate regular service desk team meetings and service board reviews.
- Document internal processes and procedures related to duties and responsibilities.
- Review and approve the service desk team's time and expense sheets in ConnectWise Manage and ADP.
- Understand processes in ConnectWise by completing assigned training materials and blueprints on the ConnectWise University.
- Enter all work as activities, service tickets, or project tickets in ConnectWise.
- Review relevant publications and online materials to remain up-to-date with current and future trends emerging in the industry.

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.

- Knowledge and experience in cross-functional management methods and techniques.
- Knowledge of industry applications, processes, software, and equipment.
- Strong organizational, presentation, and customer service skills.
- Skill in strategic planning with an ability to think ahead and plan over a 6-12 month time span.
- Skill in planning and preparing written communications.
- Skill in leading people and getting results with a strong customer orientation.
- Interpersonal skills: such as telephony skills, communication skills, active listening and customer-care.
- Ability to multi-task and adapt to changes quickly.
- Ability to work in a team and communicate effectively.
- Service awareness of all organization's key services for which support is being provided.
- Understanding of support tools, techniques, and how technology is used to provide services.
- Typing skills to ensure quick and accurate entry of service request details.
- Self-motivated with the ability to work in a fast-moving environment.

Educational/Vocational/Previous Experience Recommendations:

- BA/BS, preferably in computer science, information technology, information systems, business administration or equivalent by way of experience.
- Background in project management preferred but not required.
- 5+ years of IT or related experience.
- 5+ years of management experience.

No phone calls please