

MANAGER OF SERVICE OPERATIONS

Introduction

Computer Solutions is currently seeking a **Manager of Service Operations** to add to our team of highly trained professionals. The selected candidate will participate in developing, organizing and supporting the overall functions of the Managed Services Practice, called NetWatch. The Manager of Service Operations is a critical role in our organization that interfaces with customers and internal operations to successfully deliver business value to our clients. NetWatch has strategic focus for the organization so growth and change is expected and welcomed.

Computer Solutions offers an array of information technology products and services primarily to the South Texas region. Over the years, we have forged strong strategic alliances with leading IT service providers including Cisco, Microsoft, HP Inc, HP Enterprise, and many others. In addition to hardware and software product sales, we are frequently our clients' primary contact for professional and consulting services such as Managed Services, Unified Communications, Network Infrastructure, and Server and Desktop Virtualization. Our record of success is clear – our client base has grown to approximately 300 companies across San Antonio and South Texas leading to tremendous annual revenue growth of \$1 million in 1984 to \$73 million in 2017. Our valued workforce of over 75+0 highly trained and certified staff create the culture of success within Computer Solutions, having been rated number 1 of the "Best Companies to Work for in San Antonio" multiple recent years by the San Antonio Business Journal.

Position Summary

The Manager of Service Operations is responsible for all elements of the Computer Solutions Managed Services Practice, including but not limited to: development of a winning strategy focused on profitability and growth, building highly functional teams specific to managed services across the company, optimizing operational practices and processes, managing the Services portfolio, and directing technology decisions that are viable in today's IT environments. The role will determine appropriate levels of delegation as growth of client base and the technical team drives the need for greater scalability, while preserving the company Mission and Values.

Responsibilities

The Manager of Service Operations must possess the skills and attributes outlined below in an effective, professional manner:

Leadership:

- Exhibits strong leadership skills with an unwavering positive attitude.
- Sets and communicates direction consistent with company culture and goals.
- Develops team to operate in an efficient manner through defined routines and levels of delegation and team oversight.
- Inspires and coaches direct reports towards attaining professional goals and pursuing excellence.
- Challenges others to develop as leaders while serving as a role model and mentor.
- Remains on the forefront of emerging industry practices for Managed Services.

Service Management

- Builds practice as a professional, metric driven, service oriented, standardized practice.
- Establishes "balanced scorecard" that summarizes effectiveness for each client.
- Executes precisely and in a timely manner.
- Oversees daily operations and addresses service delivery issues.

- Proactively monitors and manages customer satisfaction.
- Schedules team and duties for efficiency and effectiveness.

Client Management:

- Develops and maintains Technical Account Manager's roles and responsibilities between internal Account Executives and client account management needs.
- Develops account management and maintenance routines and activities to effectively manage the IT environments and established customer expectations.
- Develops lasting relationships with key client personnel that foster ongoing client ties.
- Sets and manages client and team expectations and day-to-day client interaction.
- Facilitates effective, regular status meetings with support teams and clients.
- Serve as point of escalation for customers.

Business Management

- Administers contracts for accuracy, completeness, financial effectiveness.
- Understands basic revenue models, P/L, and cost-to-completion projections and makes pricing determinations accordingly.
- Accurately forecasts revenue, profitability, margins, bill rates and utilization.
- Ensures staffing levels and skillsets are appropriate for account base and direction.
- Effectively communicates relevant issues and opportunities to Account Teams and Management.

Preferred Skills

- 5 + years of experience in customer service management or similar capabilities in managing a service oriented, metric driven organization to deliver positive business outcomes.
- A background in IT management preferred, but not critical, particularly in Enterprise environments or leading ITSM initiatives. Ability and willingness to work in a growth oriented, fast paced environment, where decision time is short and pressure may be high.
- Strong interpersonal skills with the ability to build trust with clients.
- Excellent analytical, oral and written communications.
- Negotiation, contract skills, and service management skills (both onsite staff and offsite service personnel).
- Bachelor's Degree preferred or equivalent work experience.
- Proven process skills such as Six Sigma, ITIL, COBIT, PMI preferred.