

NETWATCH OPERATIONS MANAGER

Introduction

Computer Solutions is currently adding a **NetWatch Operations Manager** to our team of highly trained professionals. The selected candidate will participate in operational efficiency, technical account management, and support of the overall NetWatch functions of Computer Solutions. The **NetWatch Operations Manager** is a critical role in our organization that interfaces with all internal operations and stakeholders to successfully deliver efficient process and change acceptance.

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, VMware, Rubrik, HPE Nimble, F5, Microsoft Azure, Microsoft365 to name a few. 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 from \$1 million in 1984 to \$85 million in 2024. Our valued workforce of over 80 highly trained and certified staff creates the culture of success within Computer Solutions, having been rated the *#1 Best Companies to Work for in San Antonio* in 2024 by the San Antonio Business Journal.

Position Summary

The NetWatch Operations Manager is a strategic leadership role reporting directly to the Vice President and General Manager of NetWatch. This position is pivotal in driving revenue growth and improving operating income through the effective execution of managed services. The Operations Manager serves as a leader within the Managed Services department, overseeing technical account management and core operational process functions with a focus on optimizing resources, providing technical guidance, and ensuring efficient assignment of responsibilities. By establishing and upholding processes and procedures that foster both company and customer success, the Operations Manager plays a critical role in aligning operations to the financial goals of the company.

Responsibilities

Technical Account Management:

- Manage, mentor, and develop a team of Technical Account Managers (TAMs), ensuring high performance and alignment with company objectives.
- Monitor TAM performance metrics, ensuring client strategic business reviews (SBR) are completed, client satisfaction and service level agreements (SLAs) are consistently met.
- Operate and execute within the roles and responsibilities held by the team of Technical Account Managers.
- Foster a collaborative environment that encourages knowledge sharing and continuous improvement.

Process and Procedure Documentation:

- Lead the effort to collaboratively document all operational processes and procedures, ensuring they are clear, comprehensive, and easily accessible to the entire NetWatch team.
- Identify gaps and opportunities for process optimization to increase operational efficiency and scalability.
- Regularly update documentation to reflect changes in technology, services, and best practices.

Operational Efficiency:

- Work closely with other departments to streamline workflows, reduce inefficiencies, and implement best practices.
- Utilize data and analytics to assess operational performance and make data-driven decisions to enhance productivity and minimize costs.
- Ensure compliance with internal standards and external regulations. Documentation around this process will need to be updated as needed.

Growth and Revenue Focus:

- Collaborate with leadership to align operations with the company's growth strategies, focusing on increasing revenue while managing expenses.
- Assist in developing scalable processes that support business expansion without sacrificing quality or increasing overhead.
- Continuously monitor industry trends and incorporate new tools and techniques to stay ahead in the competitive managed services industry.

Preferred Experience, Education and Skills

- 5+ years of experience in leading technical account management teams while building overall business efficiency through collaborative leadership methods.
- Possess engaging and successful team leadership principles capable of motivating others within a non-direct reporting structure to execute change.
- Outstanding analytical skills and proven track record of utilizing team-based approach to resolve process issues quickly and accurately.
- Strong communication skills to effectively collaborate with both internal teams and external stakeholders, ensuring seamless delivery of services while driving business growth.
- Demonstrated skills in process solution development and implementation from a business owner perspective.
- Skilled in documentation for business and technology user audiences.
- Demonstrated collaborative and consensus building strengths.
- Proven creative problem solver with ability to work effectively in a changing environment.