

Job Description: Service Manager

Job Title: Service Manager

Reports to: CEO

Minimum Job Requirements:

Education: Bachelor's Degree or equivalent experience

Experience: Minimum of 5 years of technical experience

Specialized Knowledge & Skills: Microsoft Operating Systems and Networking experience

Certifications: A+ and Microsoft Certification required. Network+, Security+, MCSA or MSCE preferred

Supervisory Responsibility: Level I, II, and III technicians, service dispatcher

Position Summary:

The service manager is responsible for maintaining customer uptime and improving their computing experiences through managing our technical staff's effective monitoring, maintenance and problem identification and resolution activities, as well as growing and developing the organization's perception with existing customers through exceptional customer service. This position directly supervises the service desk and staff, provides customer service support, analyzes trends in customer inquiries/requests for assistance, recommend improvements in overall service levels, monitors staff performance, and oversees staff training.

Essential Functions

Duty:

1. Manage the problem management and resolution process to remediate customer problems within established SLAs
2. Help supervise employee/customer relations
3. Analyze service delivery business unit data to seek improvements in efficiency and productivity
4. Assist the service dispatcher in making sure the technicians are effectively utilized
5. Verify service tickets are billed at the correct rates and have the correct products attached. Look for reoccurring problems and make a plan to remedy.
6. Help answer/research billing questions
7. Create new processes and procedures to help streamline activities
8. Manage staff to meet organizational goals for service excellence
9. Conduct and supervise regular briefings/meetings/task assignments when appropriate
10. Train employees on new internal policies and procedures
11. Conduct ongoing informal and periodic formal performance evaluations
12. Approve time sheets and expense reports for the service technicians and service dispatcher

13. Assist CEO in conducting interviews and finding new qualified team-oriented employees as the company grows
14. Determine necessary certifications and future certification requirements for staff
15. Make sure technicians have the proper training to maintain our partnerships, especially with Microsoft, WatchGuard, CompTIA, and Lenovo.
16. Make sure technicians are cross-trained so they can effectively help other technicians' clients
17. Suggest and/or institute new plans and programs that directly affect how the company can achieve maximum effectiveness
18. Create sales opportunities where appropriate
19. Supervise the maintenance of internal equipment, including computers, servers, printers, networking equipment, etc.
20. Budget for the replacement of internal equipment
21. Develop an effective business continuity plan. Monitor that backups are occurring and that restores are tested.

Other Functions:

1. Provide "on call" service as needed on a weekly rotation.
2. Review and submit accurate timesheets in an appropriate time frame
3. Input and submit accurate expense items in an appropriate time frame
4. Effectively use all internal forms and DCS Netlink remote assistance tools to help clients
5. Support DCS Netlink's marketing efforts

Working Conditions:

Must be able to meet physical demands of the job such as standing and sitting for long periods, squatting, entering confined spaces, and lifting up to 50 lbs. Must have high level problem-solving skills and be able to work at a computer screen for long periods. Multi-tasking is a must. Must be able to work well with others and communicate effectively.