



Job Title: Technology Operations Manager
Department: MCM Technology Solutions
Reports to: MCMTS Team Leader
Level: Full-Time, Exempt
Location: East Louisville
Last Updated: 4/2022

Summary of Responsibilities:

The Operations Manager is responsible for directing the activities of the service and engineering teams while providing technical assistance as needed to ensure clients are supported at agreed levels. This position is also responsible to ensure critical metrics are maintained for service and billing.

Essential Functions:

Team:

- Provide team direction on daily activities through regular team meetings and service reviews.
- Manage team development by ensuring activities are in line with their career interests and annual goals.
- Communicate with team and clients in a constructive manner to ensure expectations are met.
- Review and approve the team's time and expense sheets.
- Coordinate project management from pre-sales engineering through planning and delivery to client acceptance.
- Optimize usage of support resources for continual improvement of the team's productivity.
- Collaborate with HR regarding recruiting, selecting, scheduling, and managing service team members.

Operational:

- Ensure consistency of systems through maintenance and enforcement of standards/procedures.
- Manage the dispatch process of service requests to continually improve utilization of resources.
- Maintain process documentation for the service team and suggest improvements when appropriate.
- Develop in-depth knowledge of the service catalog and how it relates to client's needs.
- Work with third party vendors to identify best tools available to support customers.
- Responsible for Service Desk metric review and reporting – first call resolve, time to resolve, SLAs, etc.
- Work with MCMTS Team Leader to ensure budget and resource allocations are correct and on target.
- Function as the client's single point-of-contact for long term problems escalated by the team.
- Maintain awareness of client pre- and post-delivery issues and report status to clients as necessary.
- Continually seek opportunities to increase client satisfaction and deepen client relationships.
- Provide Technical Account Manager duty for clients as needed.
- Assist the service desk team in design and development tasks
- Drive consistency and accuracy of remote monitoring and management systems for client devices.

Experience/Skills Required:

- BA/BS, preferably in computer science, business administration or a related field.
- 5 years of IT or related Lead/Management experience. MSP experience is a plus.
- Professional IT Certifications, such as: ITIL4 Foundations, Project+, A+, N+, PMP a Plus.
- Knowledge and experience in cross-functional management methods and techniques.
- Knowledge of industry applications, processes, software, and equipment.
- Ability to run and manage multiple projects at one time.
- Strong organizational, presentation, and client service skills.
- Skill in leading people and getting results with a strong client orientation.
- Understanding of support tools, techniques, and how technology is used to provide services.
- Technical awareness: ability to match resources to technical issues appropriately.

Expectations:

- Proficient use and application of technology and firm resources.
- Perform work with confidence and pride, follow through to completion.
- Make informed decisions.
- Grow and learn from past mistakes.
- Work in a safe, clean and employee friendly atmosphere.
- Work personal/professional development plan.
- Must have flexibility with work schedule.

Working Conditions:

- Minimal hazards.
- General office working conditions.
- Occasional heavy lifting.
- Periodic evening and/or weekend work.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. It is not intended to be an exhaustive list of all duties and responsibilities required of individuals in this job. Other duties may be assigned as determined by management. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities of this job.

We are committed to providing equal employment opportunities to all employees and applicants without regard to race, ethnicity, religion, color, sex (including childbirth, nursing and related medical conditions), gender, gender identity or expression, sexual orientation, national origin, ancestry, citizenship status, uniform service member and veteran status, marital status, pregnancy, age, protected medical condition, genetic information, disability, or any other protected status in accordance with all applicable federal, state and local laws.

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