



### XPERTECHS Job Description

<b>Job Title:</b> Service Delivery Manager	<b>Location:</b> Ellicott City, MD
<b>Department:</b> Service Delivery & Operations	<b>FLSA Status:</b> Salary, Exempt
<b>Reports To:</b> President	<b>Compensation:</b> Base Pay + Bonus; includes medical, STD, LTD, life insurance, 401k and PTO

#### About XPERTECHS

XPERTECHS is a managed IT services, cloud solutions and consulting firm ranked among the top 200 IT Managed Service Providers in North America.

Our team maintains the highest levels of industry certification in all aspects of business-related IT and operates a full network support and operations center. We specialize in solving complex IT design and infrastructure issues while maintaining a “trusted advisor” relationship with our clients.

We're doing well, and we're growing - and now looking to add another great person to our (already awesome) team.

#### The Position

The Service Delivery Manager will be a hands-on manager overseeing the XPERTECHS service delivery teams and overall managed services delivery operations. The Service Manager will provide guidance to team leads and support technicians and step in to provide hands on support coordination when needed. The managerial nature of this role requires someone who not only knows all the nuts and bolts of the tools & procedures but can effectively lead and manage support staff activity and productivity while fostering a fun, inclusive and success focused culture.

#### **The work of the service desk manager includes:**

- Creating and implementing processing systems that ensure growth, reliability, and accountability.
- Hiring and performance management, managing the overall performance of the team.
- Coordinating tasks, escalations, and communication with other departments.
- Resolving overall issues with support delivery and delivery systems.
- Collecting data and compile scorecard level reporting for presentation.
- Implementing industry and support standards (ITIL) within department
- Monitoring the helpdesk for what needs improving.

#### **Essential Duties and Responsibilities**

- Accountability for the management and organization of the day-to-day operations of the managed service team, ensuring that the services provided meet the client’s strategic goals and the XPERTECHS contracted obligations.
- Conduct performance review and provide career guidance and advancement based on skillset evaluation.
- Manage and coach the Supervisors and Team leads ensuring adequate staffing and organization of the department including day to day activities and responsibilities.
- Act as backup support and escalation for the Supervisors and Team lead.

- Analyze and provide monthly reporting to senior management such as SLA, KPI's, work back logs, knowledge gaps and staffing needs.
- Manage resolution escalated by customer request and concerns, pulling in appropriate resources to resolve the customer issues, and provide status updates.
- Help develop and implement process improvements and assist with other projects in support of department goals.
- Act as liaison between the different departments as it relates to customer satisfaction.
- Maintain a broad knowledge of the importance of contingency planning at different levels for elements of the client's business.
- Maintain a broad knowledge of state-of-the-art technology, equipment, and/or systems and services.
- Accountable to ensure up to date documentation of all systems, services and operating environments.
- Ensure compliance of security policies, to include, host and client access, file permissions, and user accounts.
- Consistently contribute to improving customer support.
- Other Duties as assigned
- Available for On-Call.

#### **Client Focus**

- Demonstrate exceptional client service skills in order to exceed clients' expectations and to minimize escalations by taking ownership of client reported issues.
- Illustrated diplomacy, tactfulness, and empathy when dealing with clients.
- Exemplified ability to defuse escalations and high-tension situations.
- Well-developed ability to appease clients experiencing service outages and difficulties.
- Ability to listen actively and ask clarifying questions to seek understanding.
- Experience going above and beyond the call of duty to delight clients.
- Must have a genuine drive for client satisfaction and retention.

#### **Requirements**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Prior MSP experience is preferred.
- Bachelor's degree in Computer Science, Information Technology, related field, or equivalent job experience.
- 3-5 years of IT Helpdesk, Call Center and or Project Management experience.
- An ability to take a long-term strategic view and develop successful strategies for action through effective planning, review, and administration.
- Ability to organize time and resources effectively and efficiently to complete work accurately, thoroughly, and on time, detailing deliverables and tasks accordingly.
- Aptitude to analyze and adjust work processes or methods to accommodate changes in work requirement.
- An ability to provide leadership, direction and coaching to others to enable achievement of objectives empowering them to undertake tasks whilst maintaining accountability.
- An ability to communicate and exercise appropriate influence with senior stakeholders of the client, including the ability to explain technical issues in an accessible manner.
- Must be willing to carry a company mobile phone.

- Exceptional customer service skills with strong verbal, written skills.
  - Ability to make difficult decisions and handle conflict resolution.
  - Serve as a positive role model for staff and interface with all levels of staff.
  - Ability to independently resolve complex problems using current job knowledge.
  - Highly motivated with a desire to lead change in a fast-paced environment.
  - Knowledge of Ticketing Systems and Monitoring Software such as ConnectWise
  - Tier II/III technical knowledge required.
  - Experience directing challenging technology issues.
- **Physical Demands:** While performing the duties of this job, the employee is regularly required to communicate with and present information to others and access information using a computer for several hours at a time. Employees must have mobility throughout the office and may occasionally drive or ride up to 30 miles to other service locations.
  - **Emotional Demands:** The employee must be emotionally mature and be able to handle difficult and complex client and work-related situations. Candidates must possess strong problem solving, conflict resolution, and interpersonal skills. They must be self-driven and possess a positive mental attitude.
  - **Collaboration/Teamwork:** Service Delivery Manager creates commitment to common goals; identifies competing interests and finds ways to balance them; values contributions of all team members and other constituencies; values team accomplishments over individual accomplishments; leverages others' strengths and experiences to achieve team goals; co-operates with colleagues and shares resources.
  - **Intellectual Demands:** Excellent written and verbal communication skills are essential, as well as effective organizational, multi-tasking, and prioritization skills. Candidates must be able to read, analyze, and interpret general industry periodicals, technical procedures, and governmental regulations. They must be able to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. They must be able to effectively present information and respond to questions from clients, vendors, and employees.

All job requirements are subject to possible modifications. This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Requirements are representative of minimum levels of knowledge, skills, and/or abilities to perform this job successfully; the employee must possess the abilities or aptitudes to perform each duty proficiently. Continued employment is on an "at-will" basis.

Employee must be able to relate to other people beyond giving and receiving instructions: (a) can get along with other co-workers or peers without exhibiting behavioral extremes; (b) perform work activities requiring negotiating, instructing, supervising, persuading, or speaking to others; and (c) respond appropriately to constructive criticism from a supervisor.

### Working at XPERTECHS

In between our efforts, triumphs, late nights, and dedication to our clients, comes a fast-paced, team-oriented and friendly family culture that helps drive the success of our organization. An open concept office and huddle "style" meetings help create a casual and collaborative atmosphere. Neckties are cut loose on day one to help emphasize our unique philosophy. Staying fast, efficient, and flawless is our competitive edge. Our team-first approach extends far beyond typical business hours. XPERTECHS runs multiple social events throughout the year and supports both



employees and their families. We relax with trips to the ballpark, annual company outings, and frequently catered lunches! A team that plays together wins together.