

**Position Title:** Service Manager

**Reporting Manger:** VP of Operations

**Team:** Management

**Description:** The IT Service Manager is responsible for promoting and driving excellent customer service for all TAG customers in every interaction. They will have the opportunity to change processes, systems and services to ensure we achieve key performance indicators and metrics. The Service Manager will work with the management team to achieve goals set by Executives and Board members.

Requirements:

- Track record of highly effective and collaborative style of customer service
- Experience managing teams in fast paced multi-tasking IT environment
- A do-whatever-it-takes attitude
- Associate or Bachelor's degree in relevant field to IT
- Knowledge and experience of MSP industry

Responsibilities:

- Manage to key performance indicators and team metrics to achieve targets
- Create new processes and systems to facilitate in achieving metric targets
- Ensure prompt, efficient and excellent service in all customer interactions
- Prioritize team workload and schedules
- Manage an effective help desk, telephone and on-call coverage routine
- Direct regular status meetings with key customers
- Provide training to engineers on various software and platforms
- Assist in the onboarding of new customers
- Respond to customer complaints and escalate according to procedure
- Perform Career Development Tracking exercise annually with direct reports
- Give prompt and accurate feedback to team, incentivizing those who achieve
- Manage hiring budget and compensation review budgets
- Participate in the on-call escalation

Objectives:

- Promote exceptional customer service in all interactions with both team and customers
- Grow managerial skills for personal advancement and to contribute to the TAG team
- Identify and deploy products, procedures, systems or services to improve customer service
- Develop team technical skills and documentation to empower TAG customers