

I. Job Overview:

Department: Consulting Services Group
Reports to: Director of Service Delivery

Supervises: 7-9 Tech. Non-Tech Staff
Hours: 9:00am - 6:00pm

Job Purpose: Responsible for managing the performance and productivity of the FPA's Help Desk and Field Engineer staff who provide client facing technical services as driven by FPA Account Managers including implementation of projects and addressing of ongoing support issues ensuring FPA meets our Service Level obligations (ie: Response & Resolution times) staff billing goals, and overall client happiness. To develop and manage the human resources required to achieve these objectives while retaining and developing successful staff up the chain of command by improving their technical, professional, communication, documenting, and time tracking capabilities all while meeting FPA's Core Values.

Additional Role(s): As a part of this role, the Service Delivery Manager will serve as a technical point of escalation as needed, be responsible for providing high-level technical assistance to the team, and ensuring service and support is provided to clients in accordance with their Service Level Agreements (SLA's).

II. Essential Job Results:

Duties and Responsibilities

% of time	#	Description	Tasks
40%	1.	Operational Management	<ul style="list-style-type: none"> Ensure exceptional client satisfaction is consistently delivered and maintained by our Help Desk and Engineering Teams (Remote & Onsite) Lead the implementation of overall Technical Service strategies, objectives and metrics while focusing on improving efficiency and automation of the team Develop and enforce requests/tickets handling and escalation policies and procedures Manage the dispatch process of service requests ensuring full utilization of resources and accuracy of technical execution Maintain awareness of all outstanding client pre- and post-delivery issues and provide status to clients as necessary Improve process for management reporting of key technical service metrics Ensure that risks are identified, communicated, and mitigated and that services and projects are delivered successfully through to production Ensure consistency of existing systems through creating, maintaining, and enforcing standards/procedures for supporting various client information systems, applications and users Ensure the tools and systems used in the Service Delivery lifecycle are updated and accurate on a proactive basis Review and prepare departmental and client facing documentation including procedures, reports and presentations Develop policies and procedures that outline how problems are identified, documented, assigned and corrected

35%	2.	Team and Staff Management	<ul style="list-style-type: none"> • Drive the highest levels of performance from each team member through coaching, training, mentoring, and performance metrics • Manage the service desk team and dispatchers daily activities • Assist in hiring and staffing decisions within the Service Delivery department • Create detailed onboarding plan for new hires focusing on our approach, standards and client base • Develop and implement targeted training development program for all technical services team members • Update and improve performance evaluation process using quantitative metrics • Conduct individual performance evaluations and monthly performance meetings and mentoring sessions • Host daily team meetings to review, reprioritize, and reassign service requests • Participate in weekly service/project meetings • Ensure the team responds to after-hours calls and emergencies quickly and efficiently • Review and approve the service desk team's time and expense sheets in PSA • Enter all work as activities, service tickets, or project tickets in PSA
20%	3.	Technical Escalation / Client Utilization	<ul style="list-style-type: none"> • Leverage technical skills to assist on high-level client issues • Manage a clearly defined ticket escalation path • Function as the client's single point-of-contact for problem identification and resolution for issues that have been escalated by the team • Communicate escalated issues to clients: keeping them informed of progress, notifying them of impending changes, agreed outages, etc.
5%	4.	Training & Development	<ul style="list-style-type: none"> • Improves professional and technical knowledge through self-study and exposure to industry events, periodicals and research

Position Metrics

- Quantitative
 - Increase Engineer Productivity and Utilization by 15%
 - Increase Individual Staff's Billable Hours Per Day
 - Reduce Ticket Age and SLA Response Time
 - Improve Accuracy for Budget to Actual on Tickets and Projects
- Qualitative
 - Increase in Client Happiness Surveys
 - Reduction in issue escalations
 - Improve Accuracy of Information Stored in PSA System
 - Improve Success of Hiring and Increase Retention of Staff
 - Improve Service Delivery Scheduling and Execution

Typical Minimum Requirements

Technical Requirements:

- Professional IT Certifications, such as: Microsoft MCP, MCSA, or MCSE, Citrix CCEA or CCIA, SonicWall CSSA, ConnectWise CCPA, LabTech LTCP, Cisco CCNA, or VMware VCP.
- Knowledge and experience in cross-functional management methods and techniques.
- Knowledge of industry applications, processes, software, and equipment.
- Skill in strategic planning with an ability to think ahead and plan over a 6-12 month time span.
- Service awareness of all organization's key services for which support is being provided.
- Understanding of support tools, techniques, and how technology is used to provide services.
- Typing skills to ensure quick and accurate entry of service request details.

Typical Experience:

- Two to Four years' experience implementing enterprise level Windows Server, RDS, VMWare, Storage solutions, Citrix, and data migrations in live production environments for 25-150 user environments
- One to three years' experience implementing and supporting routing, switching, and firewalls for TCP/IP networking (including VLANs and WAN technologies such as MPLS networks and load balancers)
- Three to five years' experience supervising technical resources
- Experience working directly with technical managers as well as non-technical end users

Performance Abilities:

- Ability to manage in a fast-paced, highly accountable, diverse environment with focus on client and client services.
- Ability to communicate effectively with other professionals and firms in client related matters
- Strong communication: both written and orally (consistent, efficient, and effective)
- Organized: Able to manage and complete multiple projects and tasks simultaneously
- Detail Oriented: Able to apply consistency throughout the work product with professional demeanor
- Follows direction yet applies judgment and has FPA's best interests at heart
- Team member yet knows when to work independently
- High level of writing and communication skills at all levels
- Great presentation skills
- Learning agility

Physical and Other Requirements:

- Substantial periods of work utilizing a computer, monitor, keyboard, and mouse
- Must possess mobility to work in a standard office setting and to use standard office equipment, including a computer, monitor, keyboard, and mouse
- Stamina to maintain attention to detail despite interruptions
- Vision to read printed materials and a computer screen
- Hearing and speech to communicate in person and over the telephone
- Possess reliable transportation to work outside of standard work hours when needed
- Capable of lifting up to 50 pounds (from time to time)

Note: *This Job Description is not intended to describe every element of the position. From time to time, staff may be asked to perform various job related duties not listed above.*