

Director of Managed Services

POSITION SUMMARY

The Director of Managed is responsible for all operational aspects of the department – Technical Assistance Centre and Network Operations Centre. The position will report directly to the Vice President of Services.

DUTIES & RESPONSIBILITIES

- J Exceptional strong customer facing skills with client-first attitude.
- J Oversee & ensure delivery of services as prescribed by Service Level Agreements (SLA).
- J Cultivate relationships with client stakeholders who subscribe to Eclipses Managed Services.
- J Provide technical leadership, direction, and guidance in conjunction with business and customer requirements.
- J Collaborate with Senior Management team to develop short and long term sales goals of Managed Services offerings.
- J Manage all operational expenses required to facilitate delivery of Managed Services to internal & external stakeholders conforming to budgetary requirements.
- J Collaborate in strategy, planning, RFP responses, & SLA prep for existing customers and targeted customers.
- J Develop & implement operational process improvement within Eclipse's TAC/NOC to optimize ROI and delivery throughput.
- J Identify external threats and opportunities and adjust strategy to changing customer and vendor conditions in concert with the Vice President, Services.
- J Exercise Quality Control checks to ensure tickets issued are congruent with the terms of customer SLA.
- J Develop & execute contingency plans (incl. DRP) to ensure appropriate resolution for technical problems to maintain uninterrupted operations.
- J Develop & maintain operational standards in accordance with Best Practices per industry & strategic partners.
- J Recruit, manage, & review performance of department staff.
- J Direct & coordinate the daily activities of department staff.
- J Establish and maintain an effective system of communications throughout the department focusing on providing the best customer experience with Eclipses services.
- J Maintain a working environment in which all individuals are treated with respect and dignity.
- J Assist in legal reviews of support related documents within Managed Services.

QUALIFICATIONS & EXPERIENCE:

- J College diploma in IT or related field or University degree.
- J Certified Cisco Professional.
- J Certified in ITIL.
- J Project Management Professional an asset.
- J 10+ years of managing a Managed Services/ NOC department.
- J 10+ years of staff management experience.
- J Due to the nature of a 24x7x365 operation, shift work and on-call will be required.
- J Track record of designing experiments within customer or in-house lab environments aimed at problem re-creation and isolation.
- J Solid and broad understanding of all aspects of fiscal management and information technology.
- J Keen interest in & stays informed on latest trends in industry, technological innovation, and Best Practices in the realm of Managed Services
- J Strong people development skills and the ability to lead and motivate groups and individuals.
- J Ability to re-configure department structure in order to meet changing requirements of the business & accommodating business growth.
- J Ability to balance competing priorities, complex situations, and tight deadlines.
- J Ability to recognize when customer problems need to be escalated to Eclipse's senior management.
- J Proven consensus building skills.
- J Proven negotiation and mediation skills.
- J Proven project management skills.
- J Excellent written, verbal, and presentation skills.
- J Strategic Thinker – Develop strategies to achieve organizational goals in conjunction with the Vice President of Services.
- J Treat people with respect; keep commitments; inspire the trust of others; work with integrity and ethically uphold organizational values.
- J Follow policies and procedures and complete administrative tasks on time. Support organization's goals and values.
- J Approach others in a tactful manner. Treat others with respect regardless of their status or position.