



Link High Technologies Inc (LHT), a Managed Services IT solution provider is looking for an experienced service manager. This is a leadership position with growth opportunity.

LHT is seeking to fill up a pivotal role in a service department management position which requires the desire to work in, and a track record of success in, a dynamic technology and business environment. The Service Manager acts as the key advocate as the “face” of Link High to deliver the highest quality of service to our clients. Our clients are local municipalities, school districts and SMB private companies located in NJ and PA.

The ideal candidate will implement Service Management best practices and be responsible for the direction and management of the Technical Team / Help Desk, Incident Management, Client/Vendor Management and SLA (Service Level Agreement) Management.

**Essential Duties and Responsibilities:**

1. Management:	30%
a. Interviews, evaluates & hires technical personnel (5%)	
b. Determines skills necessary to support clients. Assures that technical staffs receive appropriate training and certifications. (5%)	
c. Assess, define, and continuously improve help desk, onsite/remote support team and service ticket related processes and procedures. Meet with other company management. (5%)	
d. Overseas daily activities of technical staff, monitoring staff utilization, resolving and recording ticket resolution, and monitoring client satisfaction. (15%)	
2. Technical:	50%
a. Provides technical expertise to clients in the areas of small business security, backup, and general Microsoft Exchange and Office applications. (40%)	
b. Provides technical expertise and an escalation point to the technical staff. (10%)	
3. Client Relations:	20%
a. Manage client expectation and satisfaction through surveys and follow up calls. (5%)	
b. Evaluate client needs and propose solution in conjunction with sales staff. (15%)	
Total	100%

**Other Responsibilities Include:**

- Manage the overall performance and availability of the technical infrastructure by identifying and recruiting employees required to fill all project-related skill sets (Employee development, retention, and training)
- Manage high priority service tickets, problem identification, and provide resolution with resources to support it.
- Develop a detailed understanding of the company operations and establish a solid working relationship with business partners, clients, vendors and technical support team.

- Ensure compliancy of our SLA's on a daily basis
- Survey clients to ensure their needs are being met and act as a point of escalation for support calls and help desk related issues
- Work with the team to develop and populate a knowledgebase that can be used by the technical team, Insure service tickets are closed according to company policy.
- Review service tickets daily and assign status to prepare for billing.
- Work with CEO to develop a 12/24/36 month strategic, tactical and operational plan for the department and help to translate this plan into task level project plans to enable execution.
- Report metrics on a weekly basis using Connectwise PSA & Kaseya Network Manager (Training will be provided). Connectwise and Kaseya experience is a plus.
- Report on monthly goals set and met through a department performance and utilization.
- Build and motivate a strong and cohesive team that is customer focused and possesses the technical competence to deliver services that meet or exceed the needs of our clients.

#### Qualifications:

- Bachelor's degree or equivalent experience required.
- MCSE 2003 or higher. CCNA or higher.
- Minimum of 3 years of Information Technology Experience.
- 2 years of management experience required.
- Must have leadership and project management skills.
- Training or experience using ConnectWise and Kaseya software or comparable products preferred.

#### Measurements of Accountability

- 75% utilization of the Service Team
- 65% self-utilization
- Customer survey results of 4 out of 5 or better
- Increase Annuity Revenues by 20% year-over-year
- Ensure all required certifications of the service department are attained

#### For qualified candidates, we offer the following incentives:

- Growing company environment with opportunity to lead and make decisions without micromanagement
- A competitive salary.
- Comprehensive benefits: medical, dental, vision, and 401K savings plan.

Please email resume AND Cover letter with salary history to [HR@LINKHIGH.COM](mailto:HR@LINKHIGH.COM)