

Support & Services Manager

Lighthouse Technology Services is seeking a Support & Services Manager for a Direct Hire role in Buffalo, NY.

Responsibilities Include:

- Establish efficient and balanced workflows that maximize efficiency and produce high levels of service quality and customer satisfaction.
- Manage a team or unit of support/service representatives and ensures service levels are met or exceeded.
- Lead their staff in the day-to-day performance of their jobs.
- Ensure that project/department milestones/goals are met and adhering to approved budgets.
- Develops strategic and operational plans for control, management, and improvement of IT capabilities which includes service and data reporting, data integrity and security methodologies, client support services, technical standards for documentation, testing and training, and capacity analytics for hardware systems pertaining to cloud, virtual and physical infrastructure.
- Diagnoses incident management issues in the steady state support environment.
- Acts as a resource and provides asset distribution across multiple teams and clients as well as schedules practices to ensure coverage of client's hours of operations and contractual service and support obligations.
- Manages and maintains production and corporate business applications and systems.
- Produces monthly and daily reporting for executives and clients.
- Manages and maintains enterprise monitoring platform, including alerts and optimization.
- Acts as Change Manager for productive state operations and corporate IT environment.
- Plans, directs, and coordinates work plan; assigns tickets and resources to the areas of responsibility; reviews and evaluates work methods and procedures; meets with staff to identify and resolve problems.
- Selects, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline procedures.

Requirements Include:

- Service Desk Experience
- Knowledge of MD Office products and support
- Email support and admin experience (O365/Outlook)
- Proven track record of successfully managing employees
- Ability to make quick decisions to service the customer
- Excellent written and verbal communications skills