



Director of Technical Services

Job Description

Department: Operations

Job Status: Full time

Reports to: Vice President

Location: Albany, Ga

Position Summary

Invision Technologies, LLC is seeking a Director of Technical Services to join our team. The ideal candidate exemplifies exceptional customer service while possessing the skills, knowledge, and aptitude to manage a staff of technicians and oversee the service delivery of our IT operations. The Director of Technical Services will oversee the daily assignments, training needs, and take technical escalations from the technicians. Qualified candidates must have the ability to communicate to clients and co-workers at both technical and non-technical levels. Ideal candidates are self-directed, organized, a great communicator/trainer, and consistent in maintaining our high-quality of standards. The desire and drive to build and maintain our technician's skills and overall operation efficiency is a key function of this role. This candidate must also be able to exhibit a sense of urgency in providing exceptional quality service to clients and setting and managing expectations.

This is a full-time position based in Albany, Ga.

Responsibilities & Duties

- Oversee and manage the Tier 1 Support team and its charge of providing exceptional customer service, issue resolution and triaging, and department efficiencies.
- Serve as initial point of escalation for issue/requests within our client's IT environments, including, but not limited to, hardware, software, networking, printing, Microsoft, and server support.
- Responsible for service ticket resolutions, technician time management and client satisfaction
- Recognize trending issues and have a "big picture" mentality, make recommendations as needed to client and/or management
- Serve as a true leader to Tier 1 technical staff, overseeing their efficiency, time, skills, and career development
- Project manage new client onboardings, migrations to 365, server migrations, and any other large projects
- Ensure quality services are performed to the agreed SLA
- Ensure our technicians are always providing a true "white-glove" support experience and exceed our customer's expectations
- Work with direct team as well as NOC technicians and Service Desk to schedule and follow up on outstanding issues

- Oversee and manage all client documentation and configurations within company tools
- Oversee and manage our internal technical tool stack and our use/effectiveness of using them (RMM, AV, EDR, IRDR, Backups etc).
- Other duties as assigned

Knowledge, Skills & Personal Qualities

- Demonstrate excellence in customer service
- Excellent communication skills
- Ability to identify simple to complex problems and analyze them for triage or solution
- Demonstrate problem-solving strategies and practical knowledge
- Ability to diagnose and resolve issues balancing research, troubleshooting, and standard procedures
- Working knowledge of computer systems, including hardware, software, OS, and peripherals
- Demonstrated ability to work in a fast-paced environment
- Time management, organization, communication is vital

Required Qualifications

- 5 year IT management experience
- Exceptional written and verbal communication skills
- Ability and desire to learn and adapt quickly
- Exceptional customer service skills
- Attention to detail

Preferred Qualifications

- Advanced level degree or certifications desired
- Managed Service Provider experience
- Use of PSA/Ticketing system experience
- Working knowledge of O365, Azure, Sharepoint

Benefits

- Comprehensive health care plan including options for Dental, Vision, and ST/LT Disability
- Employer-provided life insurance at no cost to the employee
- 401k retirement plan with company matching contribution; employees may participate after completing 1 year of service
- Monthly mobile phone stipend
- Eighteen days of paid time off annually
- Salary commensurate with experience

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by employees assigned to this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all employees.