



Technical Operations Manager

Who we are

InfoStructures, Inc. is an IT consulting services firm located in Rockville, MD. Since 1988 we have been commanding leading-edge technologies and techniques to improve the working lives of others. We are seeking an energetic, highly-motivated, qualified member with the right attitude toward customer service. We place great value in the work our people do and in the difference their efforts make in people's lives.

What makes us different than other IT services companies? It's simple: the quality of our services and our attention to detail.

What experience you need:

At least five (5+) years managing an ITIL-focused ServiceDesk technical support team(s)

At least five (5+) years providing Tier I, II and III ServiceDesk technical support

At least three (3+) years providing end-user training in structured and unstructured settings

- ❑ Superior customer service skills; excellent oral and written communication skills, including an ability to deal with people at various levels, from technician to executive
- ❑ Provide strategic and tactical technical advice to clients regarding their IT challenges and how it relates to their business objectives including, but not limited to, existing clients and new client prospects with identifying technology gaps, creating and coordination plans to close the gaps and ensure client technology is more efficient and works for the users
- ❑ Ability to identify training opportunities, create training materials and provide training to end-users on various technologies
- ❑ Outstanding problem-resolution skills
- ❑ Beyond simple working knowledge of ITIL, the ability to drive the development and manage an ITIL-focused Service Desk environment
- ❑ Ability to manage and direct Service Desk personnel with a focus on meeting customer requirements and meeting SLAs
- ❑ Ability to understand and categorize technical issues at a Tier III level
- ❑ Ability to weigh options and provide the most efficient and cost-effective solution from a number of options

- ❑ Ability to manage, maintain, improve and provide guidance on better/more effective ways to utilize or even replace existing Managed Services software, technologies, processes including other software used for managing our clients technology
- ❑ Ability to manage project coordination tasks including scheduling, updates to action plans/items, discussions with team members
- ❑ Ensure not only to personally keep up on best practices, more advanced or efficient troubleshooting techniques and usage of new technologies, but also to keep technical staff and clients informed as well

Working knowledge in supporting as many of the following areas as possible:

- ❑ Windows Active Directory
- ❑ Windows Desktop Operating Systems: Windows 7/8/10
- ❑ Laptop and Desktop hardware and peripherals
- ❑ Network printers
- ❑ Ethernet and TCP/IP Connectivity, including cabling
- ❑ Mobile phones and MDM software
- ❑ Enterprise Antivirus/Antispyware Technologies
- ❑ Internet technologies (browsers, plug-ins)
- ❑ Remote control/management software
- ❑ PC configuration and patch distribution tools
- ❑ Virtual desktops
- ❑ Health care, financial and specific business applications
- ❑ MS Office Suite
- ❑ SharePoint
- ❑ Adobe Acrobat

What education/training/certification you need

- Bachelor's degree
- MCSA desired OR 5 years relevant server experience
- ITIL Foundation Certificate

What you will do

- ❑ Participate and contribute on the formal management of the Service Desk, including the software
- ❑ Manage service desk staff with technical issues, including projects
- ❑ Provide service desk coverage and escalation (Tier 3) support
- ❑ Create, implement, and enforce policies and procedures for Service Desk team based on ITIL guidelines
- ❑ Track and monitor service desk requests; identify incidents and problems
- ❑ Monitor and Report on Service Desk SLAs, including ticket close rates, communications requirements to customers, etc.
- ❑ Work with other IT department team members to escalate issues and

- provide seamless customer interface on issues
- ❑ Interface with client IT management and InfoStructures' management staff
- ❑ Support special projects; participate in change control boards
- ❑ Develop training programs/resources, conduct training
- ❑ Complete other duties as assigned

Where/When you will do it

You will be working at InfoStructures headquarters in Rockville, Maryland. Occasional client visits required to Maryland, DC and NoVA areas.

Benefits

InfoStructures provides a comprehensive benefits package that includes paid vacation, personal/sick days, employee health insurance coverage, and a 401(k)/profit sharing plan.

Please forward cover letter, resume and salary history/requirements to personnel@infostructures.com. Equal Opportunity Employer.