



JOB DESCRIPTION FOR SERVICE IMPROVEMENT MANAGER

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Job ID: 20090226-1
Posting Title: **Service Improvement Manager**
Company: Point Guard Solutions, LLC.
Country: USA
Work Location: Raleigh or New York City Metro Area
Job Type: Full Time
Employment Type: Permanent

Job Description Summary

This candidate should have previous experience in ITIL based Service Delivery, Service Management and Service Improvement roles. Candidate should be fully versed in relevant customer focused technology for optimal Business Service Delivery across the enterprise. This manager should have a sound appreciation and understanding of the business processes and their demands on technology service delivery and improvement.

Manager will be responsible for maintaining an IT service improvement strategy and multi-year "Roadmap" for the continuing Improvement model. Candidate will define service goals with business clients and IT, define what metrics should be collected, and defined what metrics can be collected.

- Design, develop, and maintain a robust process for IT metrics collection, correlation, calculation, and presentation.
- Initiate Service Improvement Program (SIP) for existing and new service offerings
- Ensure that service request and support processes as well as metrics are in place while working with project and service managers as well as all IT support teams
- Collect Service Level Agreements (SLAs) and Operational Agreements (OLAs) metrics and continually assess to improve service delivery expectations and customer satisfaction.
- Ensure that service performance reviews are scheduled, carried out with customers regularly and are documented with agreed actions progressed
- Ensure that improvement initiatives are identified in service reviews are acted upon and progress reports are provided to customers and management
- Measure, record, analyze and improve customer satisfaction
- Ensure applicable quality management methods are used to support continual improvement activities, interpret and execute results

The successful incumbent will establish critical functional objectives; determine major task assignments and monitor performance to ensure compliance with established expectations.

Main Skills:

Minimum Education Required

- Bachelor's Degree in Mathematics, Computer Science, Information Systems or related field

Minimum Experience Required:

- 3-5 years in IT Management
- Extensive data analysis experience
- Quality improvement experience and understanding of IT assets and processes

Preferred Level:

- 5-7 years engineering experience
- 3-5 years in a quality improvement role

Minimum Skills Required:

- Good communication and leadership skills
- Technical and analytical aptitude

Preferred Level:

- Strong communication and presentation skills
- Ability to mentor project leads
- ITILv3 Certification
- Understand the interdependencies of end-to-end stack of IT infrastructure