Job Title: **Service Operations Manager**

Department: **Engineering**

Reporting to: **IT Director**

Date: **December 2018**

Role Purpose

This role is a key in delivering the highest level of customer service to Aura's customer base, the candidate undertaking this role will have the responsibility of delivering the boards vision and targets for service delivery.

The Service Operations Manager key responsibility is the day to day operational support of Aura's customers. The Service Operations Manager is accountable for meeting the departments KPI's, SLA's and OLA's. The Service Operations Manager must ensure that all customer incident, request and sales tickets are responded to and completed within agreed customer SLA's.

The role is responsible for undertaking and managing escalations from the customer and the Aura management team in a timely and professional manner through to resolution. The Service Operations Manager will act as an escalation point for emergency situations or difficult customers, working with the management team where required.

The Service Operations Manager is responsible for providing technical resolution plans to the 1st,2nd,3rd line Service Desk Teams and ensuring customer communications exceed expectations.

The Service Operations Manager should use the reporting tools available and key metrics to reduce the average resolution time for incidents and requests and make improvements to the Service Desk to reduce the cost per endpoint to Aura for supporting its customer base. They should also provide Service Operations KPI reporting to the management team

This is a full-time position and although core working hours are adopted, extra duties on an out-of-hours basis, including on-call are considered part of the role.

This is a customer facing role and role and may require customer site visits from time to time.

This is a key management role and the individual should have a strong technical background to best understand a customer's requirement and support the technical teams with incident management.

Role Dimensions

Financial

Customer contracts, Financial pentolites for missing SLA, Project profitability.

Process Management

Adhere to company process and procedure, assist in the designing of processes.

Working Relationships

Internal: All teams
External: Aura customers, third party vendors.

Primary Accountabilities

1. Deliver a high team performance level. Accountable for effective people management to ensure a high level of team morale, timely customer incident management and a consistent achievement of operational targets including KPI's, SLA's and OLA's.

2. Ensuring that the Service Desk is appropriately staffed for incident management whilst ensuring customer orders are being delivered in line with SLA.

3. Responsible for managing the Service Operations staff through Aura's PDP program and regular 1:1's, identifying training needs, performance improvements and ensuring all training is completed in line with an individual's PDP.

4. Accountable for meeting the departments KPI, SLA and OLA's, implementing corrective actions to ensure consistent achievement against the relevant targets as well as ensuring Aura exceeds its 95% CSAT Target.

5. Responsible for improving the Service Operations processes and PSA configuration to achieve the best performance levels from the team, ensuring a high level of time recording, gain time efficiencies in the processes and exceed customer satisfaction.

6. Adhere to the practices and procedures of Aura's company standards and ISO9001 achievements. Additionally, ensure that technical standards and processes are followed by the Service Operations team.

7. Undertake ad hoc tasks from time to time as directed.

Personal Attributes (required role behaviours)

1. Demonstrates a high level of customer service and commercial awareness
2. Ability to meet objectives and complete tasks within agreed timescales
3. Deliver confidence in the Service Operations team and customer base
4. Takes ownership of problems and work through them until resolution
5. Able to work both as part of a team or under own initiative
6. Using gained knowledge to improve the team and self
7. Excellent organisational skills and time management practices, working well in a team environment

Qualifications, Experience, Knowledge and Skills

Essential

1. At least 24 months' experience managing technical teams in a multi-tiered environment
2. Demonstrate experience of successfully leading and motivating others including training & coaching
3. Demonstrate customer-centric service delivery experience
4. Experience in undertaking performance management, appraisals and 1to1's
5. Experience in a high-ticket volume incident management environment
6. Advanced problem-solving skills, with the ability to provide technical remediation and understanding to the Service Operations team.
7. Ability to converse with all levels of internal staff and customers
8. Current or Prior Microsoft technical qualifications
9. Strong Microsoft Office suite skills
10. Strong IT Networking skills
11. Experience managing and maintaining RMM tools

Desirable

1- Relevant recognized customer service qualifications
2- ITIL certification
3- Relevant 3rd Party Vendor accreditations such as HP, Dell, Cisco,