

Ancero helps businesses stay connected as their full-service, communications partner. Our award-winning Managed IT & Managed Communications provide small-to-medium-sized businesses technology solutions to drive growth, agility and productivity. Founded in 1999, Ancero translates decades of industry experience into innovative solutions that ensure operational excellence for businesses throughout the Northeast. As a family owned and operated business, Ancero takes pride in providing superior quality of service while exceeding customer expectations.

Position Title: Service Delivery Manager

Position Summary

Ancero is seeking a Service Delivery Manager to oversee and coordinate high quality engineering service delivery. The ideal candidate is detail oriented, results-driven and has practical experience leading 24x7 IT service delivery teams. The candidate will possess leadership qualities that foster effective communication, management and mentoring. Working with other team leaders within the engineering department, this position develops and directs process and procedure to ensure high standards. The Service Delivery Manager should possess, at minimum, a basic technical working knowledge of voice and data networking solutions.

Responsibilities

- Oversee work schedules and coordinate day-to-day staffing within the department.
- Coordinate escalations within the department to ensure that critical issues are resolved in a timely manner by the appropriate resource.
- Create and maintain key performance indicators related to service delivery and departmental efficiency.
- Assist with the review and approval of time logs within the department to ensure accurate time accounting and work descriptions within the billing system.
- Review ticket queues daily to ensure that service requests are processed efficiently and that committed service levels are consistently met.
- Ensure that critical issues and important service notices are communicated to off-hour departmental staff members.
- Regularly communicate with and mentor department team members to ensure that approved process and procedure is being followed on a consistent basis.
- Lead regular staff meetings to collaborate on process and procedure, ongoing training and make recommendations for improvements.
- Lead the performance review process for all engineering departmental technical team members.
- Lead the interview process and onboarding of new departmental team members, as well as the off-boarding and exit interviewing of terminated departmental team members as the need arises.
- Ensure compliance with appropriate change management process and documentation for all service delivery functions.
- Identify resources needed for service delivery requirements and assign individual responsibilities.
- Interact with various Ancero departments to disseminate information and foster communication.
- Assist with the prioritization of service requests and the rendering of services.
- Act as a point of escalation to communicate to clients when necessary where management interaction is required.
- Ensure that ticketing and dispatch system software is kept up to date at all times, and with appropriate time logs and notes.

- Develop an expert understanding of Ancero products and services, as well as its service delivery platforms.

Position Qualifications

- Bachelor's degree or equivalent experience.
- 3-5 years of experience working in an IT service management related position.
- Strong analytical and problem solving skills.
- Ability to multi-task and work under pressure.
- Experience with task scheduling and resource assignment.
- Experience with service delivery best practices and tools.
- Excellent client-facing and internal communication skills.
- Excellent written and verbal communication skills.
- Solid organizational skills including attention to detail.
- Ability to manage the demands of a 24x7 service operation.
- Experienced user of MS Office.
- Some local travel around regular and extended business hours.

Consider joining a growing organization with a solid reputation as a leader in the managed services and communications industry. Ancero offers a rich benefits package, competitive wages, and opportunity for career growth all within a fun, energetic and fast paced environment. Our state of the art network operations facility offers all the latest technology needs for your productivity. Qualified applicants should submit your resume to hr@ancero.com.