



Information Technology Service Delivery Manager

Provalus, part of the OPS brand, is changing the landscape in the technology solutions industry with our innovative go-to-market strategies. Passion, drive, innovation, and strong core values are at the heart of our organization. Are you looking for a challenging but rewarding career with a company who puts their employees first? How about a promote within culture and working for the #1 fastest growing firm in the United States, according to SIA in 2020? Well, here's your chance!

At Provalus, we are uniquely “purpose-driven.” We’re elevating under-served communities by developing untapped talent in rural towns across the U.S. to deliver technology, business, and support services to our clients. Our mission is to solve the tech talent shortage in America while helping talented people create a new career path for themselves and strengthen America’s future. We are actively seeking an experienced Delivery Manager to join our growing organization and help further our mission.

This Delivery Manager will be responsible for providing exceptional client service and leadership through the daily management and oversight of a diverse team of Analysts within the Service Desk and Customer Experience tower. The right candidate will develop and implement client account strategies, oversee operational functions, implement, and improve existing systems and processes, and provide direct management oversight of various Customer Support and Service Desk teams. This Leader will also be adept at developing reporting to ensure KPI’s and SLA’s are met and exceeded, and will have experience building, leading, and growing multi-program teams. A minimum of 7-10 years of leadership experience managing diverse teams (50 people+) in the Call/ Contact Center, Service Desk or IT Support Space is a requirement for this role.

As the IT Delivery Manager, your daily responsibilities will involve:

- Maintain and improve existing day-to-day operations by monitoring team performance; identifying and resolving problems; preparing and completing action plans; completing audits and analyses; managing system and process improvement and quality assurance programs.
- Investigate escalated client issues to determine root cause and recommend process or procedure revisions, if appropriate.
- Accomplishes human resource objectives including interviewing, hiring, orienting, training, assigning, coaching, counseling, disciplining, and releasing employees; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; enforcing policies and procedures.
- Develops presentations related to Monthly, Quarterly, and Annual Strategic Reviews, both internal and client-facing.
- Facilitates Business Development by recommending products and services that would complement the client needs.
- Determine client-team operational strategies by conducting needs assessments, performance reviews, capacity planning, and cost/benefit analyses; contributing information and analysis to organizational strategic plans and reviews; and conducting quality reviews and analysis with coordinated action plans.
- Conduct regular assessments and share the results with stakeholders. Some standard assessments to include are: SWOT (strengths, weaknesses, opportunities, and threat), CSA (current state analysis), Gap analysis (Present vs Future State), and regular benchmarking
- Prepares team performance reports by collecting, analyzing, and summarizing data and trends.
- Maintains professional and technical knowledge by tracking emerging trends in call center operations management including benchmarking best practices.

Qualifications

- 7-10+ years' previous experience managing teams in a call center or contact center, service desk, or IT Support environment
- Prior experience managing large teams – starting at 50 HC+ and the ability to grow to over 100+ reports is required for this position
- Previous experience working in a near-shore/offshore managed services environment preferred
- Ability to communicate effectively with a variety of audiences
- Knowledge and understanding of all relevant industry standards
- Knowledge and understanding of best practices for IT service management (ITIL certification preferred)
- Knowledge and understanding of all relevant industry standards.
- Familiarity with quality assurance procedures and scorecards (Quality certifications preferred)
- Experience managing large, diverse teams with ability to mentor and develop team members
- Strong communication skills, including the ability to be influential and persuasive with stakeholders.
- An ability to market and promote your teams and services, and to advocate for necessary resources and support for the your team.
- Bachelor's degree in related subject matter preferred

If you're ready to take the next step in your career and want to join a growing organization that is truly mission-driven, then send in your resume today!

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