**ABOUT THE ROLE:**

**RESPONSIBILITIES:**

In this role, you'll get to...

* provide strategic leadership, oversight and management for our IT Operations Team
* assist management in setting goals promoting company growth
* develop plans and strategies to improve performance, reliability and operational cost-effectiveness
* identify patterns, problem areas and implement effective solutions to increase efficiency
* manage resources and bench across all contracts:
	+ ITaaS
	+ MSP
	+ Projects
	+ Automation
* oversee service desk(s), dispatch, service boards and project boards
* act as the customer escalation point
* act as the staff augmentation consulting lead for Flexblox hires
* attend meetings with clients to scope the roles and create job descriptions
* work with HR team for the recruitment needs
* be part of the final decision making on new hires
* work on growing Flexblox and bench
* work closely with other departments to promote efficiency
* set strategic and tactical priorities that align with business objectives
* support our high performance global network and other services
* participate in monthly, quarterly and annual forecast/budgets and financial reporting
* identify potential clients and maintain a professional and healthy working relationship with the existing
* develop costing models for managed service businesses
* take charge in identifying and implementing change within the team to ensure it can take on new services
* contribute proactively to any new service developments
* encourage open communication between teams to bring forward ideas on how they can collectively deliver more effective services

**REQUIREMENTS:**

On day one, we'll expect you to...

* have strategic Planning experience
* have forecasting experience
* have Profit and Loss by client experience
* have Vendor Management experience
* have Client Relationship experience
* have Process Improvement experience
* have Business Administration experience
* have 10+ years progressive experience with technical and management background with at least, 5+ years' experience in operations management
* have wide engineering network and can tap a good number of engineers from the previous companies
* have a Bachelor’s Degree in Business Management, Computer Science, Engineering or any other related industry.
* have a strong organizational and team leadership skills
* have the ability to motivate teams to meet tight deadlines
* display enthusiasm and has the ability to focus
* have exceptional communication skills both verbal and written
* have experience managing budget, cost and pricing of support services
* have a fully functional and up-to-date computer with which to perform duties
* be willing to install next generation end point protection on the computer
* have a US citizenship

What separate the best from the rest:

* MBA degree
* extreme ownership mentality
* ITIL Certification(s)
* outstanding knowledge about MSP to be able to adjust to our existing programs
* high level of organizational problem-solving ability to slice issues into actionable steps and analyze, decouple blanketed statements into its elements
* strong leadership skills: strong ability to organize a group of people to achieve a common goal using proactive opportunity identifying behavior by optimising risk, innovating to take advantage of those opportunities, taking personal responsibility and managing change within a dynamic environment for the benefit of [an] organisation . Once an opportunity has been identified, they work towards creating a value proposition that will enable rapid testing of their key assumptions. Next to effective management of risk (rather than the minimization of risk often sought within corporate environments), they are required to operate with contextual awareness in order to create a value proposition that delivers value to the customer while taking into account the organizational requirements and strategic aims. Must have the ability to learn fast and within environments of ambiguity and change while providing clarity and coherence for those around them.
* has Clarity in Chaos - Chaos is state of confusion and disorder. Some businesses run from environments that are chaotic, we run toward it. For leaders that choose to be in chaotic environments and have any chance of surviving much less thriving, we need to be able to find the opportunities in the chaos and be able to communicate those opportunities. We work in an environment that follows the law of thermodynamics where entropy, everything moves toward disorder, so leadership is fighting this law of nature EVERDAY and being able to have clarity on what the chaos is and how to thrive is core.
* open to the chaos and listening to find opportunities in the chaos
* communicate a path to Success - Following up on Chaos. We work with smart people. Providing a vision of how to succeed in the chaos is important. People see and know about the forces that bring chaos. Leadership is being able to communicate to others about the chaos and the path through it.
* leading the effort to break things down into repeatable processes
* ability to take critiques and course correct. "Greatness is found in the agency of others". A leader is ultimately accountable for the success or failure of a task, mission or expedition. However, a leader must solicit input and criticism to ensure that they have all of the information necessary to ensure a successful mission.