

Christo IT

<https://www.christoit.com/job/servicemanager/>

Service Manager

Description

Please upload your resume and complete our pre-employment testing.

Our application process features a 20-40 minute online assessment followed by an in-depth 2-3 hour interview for shortlisted candidates.

[Begin Your Application Here](#)

Responsibilities

The Service Manager (SM) is responsible for the successful delivery of managed services to Christo IT clients. This role includes management of the Service Team, procedures related to the identification, prioritization, and resolution of end user help requests, including the monitoring, tracking, and coordination of service support functions. The SM works with the Client Advocate (CA) and Project Manager (PM), to ensure successful service delivery and issue resolution.

The SM's primary responsibility is to manage the activities and responsibilities of the Service Team. As a part of this management, they will also be responsible for providing technical assistance to the team and ensuring service and support is provided to clients at agreed levels. The SM develops and refines our company best practices.

This position requires a high level of independence and strong client service skills. Organizational ability is important to keep track of all tasks because the job requires a great deal of multi-tasking. Accurate and timely tracking of client work, service calls, and related documentation including timesheets is required.

The SM must also be a champion of Christo IT's core values – Live them, Promote them, Explain them!

- Be Excellent
- Keep the Trust
- Always Be Scoring
- Work Hard/ Play Hard
- Own IT

Qualifications

Daily

- Manage and coach all members of the Service Team, including both technical and personal development
- Document the help desk request problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution
- Review and delegation of Backup tickets to the Service Team
- Perform post-resolution follow-up to service requests and client complaints
- Develop documentation and templates for both the Service Team and client end users
- Ensure SLAs are being met
- Review trends and recurring issues to improve service delivery
- General "Quality Assurance" of all service delivery
- Oversight of the daily Service Team huddle
- Other tasks as assigned

Hiring organization

Christo IT

Employment Type

Full-time

Job Location

345 June Drive, Suite 100, 19438, Harleysville, PA, United States

Base Salary

\$ 85,000 - \$ 95,000

Date posted

April 11, 2025

Client Service

- Interface with appropriate technical personnel for client problems that cannot be resolved effectively
- Contribute to issue resolution by providing the necessary technical leadership and guidance
- Management of service scheduling, escalation and client satisfaction
- Ensure quality of service by having a thorough knowledge of technical specifications and other features of client's systems
- Respond to client satisfaction issues as needed
- Monthly Service Team Reporting to the clients – scheduled and automated

Operational Excellence

- Manage the Service Team's daily activities as well as the dispatch process of service requests
- Provide accurate reports and metrics to company management on the status and budget of on- going agreements and Service Team performance
- Design and maintain process documentation for the Service Team
- Drive problem investigations and resolution as required
- Manage the remote monitoring and management system to ensure consistency and accurate reporting of client devices
- Manage the administration of the Remote Monitoring Tool (ConnectWise Automate)
- Manage the administration of the Professional Services Automation Tool (ConnectWise Manage)
- Identify service trends and develop strategies to support these trends
- Active role in daily management of all services calls
- Ensure quality and profitable services are performed to the agreed SLA
- Ability to adapt to company changes and take on additional responsibilities as needed

Team Management

- Ensure that systems, processes and methodologies are followed according to company guidelines
- Assist in the development of technical support engineers to encourage promoting from within the company
- Attract, hire, develop and motivate staff as needed to accomplish goals and objectives
- Meet regularly with the co-workers and management to ensure that proper information flows in both directions and to share experiences and other pertinent information
- Maintenance of the On-Call Rotation, setup weekly and communicated with the Service Team
- Onboarding of new technical support engineers
- PTO Tracking and management of the Service Team

Strategy, Deployment & Management

- Collaborate with Client Advocate and CEO for account management purposes, including client budgeting, forecasting, and technical recommendations
- Design and enforce request handling and escalation policies and procedures with coordination of the Technical and Escalation leads
- Monitor and enforce service level agreements
- Analyze performance of support services activities and resolutions, identify

problem areas, devise solutions to enhance quality of service and to prevent future problems

- Plan and conduct performance appraisals through the scorecard and 1 on 1 reviews of support services staff, administer disciplinary action, and review raises, bonuses, and promotions with CEO
- Attend training seminars to broaden knowledge of current and future support issues and technologies
- Identify and implement end user training programs to increase computer literacy and self- sufficiency for the support services team
- Ensure vendor compliance status with assistance from Technical Lead.
- Other tasks as assigned

Education, Knowledge & Experience

- Demonstrated progressive experience in the leadership of the Support Team
- Track record of developing and adhering to Service Level Agreements, processes and procedures
- Familiarity with IT concepts, customer service, and basic IT systems
- Knowledge and experience in cross-functional management methods and techniques
- Knowledge of IT applications, processes, software, and equipment
- Strong organizational, presentation, and client service skills
- Skill in strategic planning with an ability to think ahead and plan over a 6-12 month time span
- Skill in planning and preparing written communications
- Skill in leading people and getting results with a strong client orientation
- Ability to multi-task and adapt to changes quickly
- Ability to work in a team and communicate effectively
- In depth service awareness of all clients key IT services for which support is being provided
- Understanding of support tools, techniques, and how technology is used to provide IT services

Company Expectations

- Solid relationship, performance management, listening and questioning skills
- Ability to motivate and direct staff members and subordinates
- Strong understanding of Christo IT's goals and objectives
- Exceptional written and oral communication skills
- Ability to absorb and retain information quickly
- Ability to present ideas in user-friendly language to non-technical staff and end users
- Proven analytical and problem-solving abilities
- Ability to effectively prioritize and execute tasks in a high-pressure environment
- Exceptional customer service orientation
- Experience working in a team-oriented, collaborative environment
- Highly self-motivated and directed, with keen attention to detail

Work Conditions

- Willing to work occasionally and/or be on call overtime, holidays, and weekends
- Ability to attend multi-day conferences in and out of state
- Periodic travel to client sites

- Sitting for extended periods of time
- Dexterity of hands and fingers to operate a computer keyboard, mouse, power tools, and to handle other computer components
- Lifting and transporting of moderately heavy objects, such as computers and peripherals

Performance Objectives – “How Success is Measured”

- Client satisfaction and retention
- Aggregate Service team utilization of 75% or greater
- Meeting SLA performance objectives
- Time entries approved and submitted by 10am every Monday
- Ensure engineering team vendor compliance
- Ensure engineering team certification requirements are met (minimum 2 approved certs annually)
- Ticket SLA's met more than 85% of the time
- Average Staff Utilization above 70%
- Help Desk Hours per Endpoint below .8 hours
- Client Satisfaction above 95%
- EOS Quarterly Rocks and Weekly Commitments on time completion ratio greater than 80%

Job Benefits

- This is a salaried position with pay days on the 15th and last day of the month
- Health insurance, Dental Insurance, 401(k) with matching, Life Insurance
- Phone Reimbursement
- Wellness Reimbursement
- Full-time employees are eligible for the monthly company-wide bonus plan
- All bonuses earned from the current month will be paid by the 15th of the following month

Contacts

We take pride in recruiting individuals who demonstrate outstanding academic and professional achievement

In a business focused on numbers, we know that it is our people that add up to the true value of Christo IT Services. We take pride in recruiting individuals who demonstrate outstanding academic and professional achievement – but it is not always just the credentials on paper that catch our eye. We look to hire people who are motivated and driven to reach their full potential.

At Christo IT Services, we are dedicated to furthering education. In a collaborative, team-oriented working environment our people continuously strive for professional growth and achievement. We never settle in reaching our fullest potential so that our clients are always working with the best...who just keeps getting better.