



Example of Service Operations Manager Job Description

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Our growing company is looking for a service operations manager. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for service operations manager

- Responsible for improving service monitoring and alerts, and striving to deliver industry best practice
- Coordinates with offshore staff
- Coordinates with outside vendors and internal resources to install or implement solutions
- Prepares budget recommendations for staffing needs, costs of equipment and tools, maintenance, and future projects
- Performs basic line supervision, including hiring, firing, conducting performance reviews, setting performance goals, promotions, salary increases, developing subordinates, and managing performance and discipline
- Manage Service Operations support to internal and external customers in accordance with the terms of the customer contract and Service Level Agreements (SLAs)
- Act as the customer Single Point of Contact (SPOC), when required, and co-ordinate the scheduling of intervention with customers and internal resolver groups ensuring the highest level of customer service and communications are maintained to resolve the fault and incident within the prescribed SLA
- Manage incident and problem management support to the highest standards and co-ordinate the resolution with the appropriate resolver groups
- Ensure the Service Operations team adheres to the highest working

- When/where required, be contactable for escalations and support

Qualifications for service operations manager

- Report on the IS operations
- This role is one of a team of multiple IS Operations and Service Management Managers with no direct reports but has oversight or management responsibilities over service providers or project resources
- The ability to collaborate with other IT functions on existing and future projects
- A pleasant and professional demeanor and the ability to work well with a variety of personalities
- Must be a self-starter and work well independently with limited direct supervision
- Of personalities