



## POSITION DESCRIPTION

**TITLE: VICE PRESIDENT, MANAGED SERVICES**

**ORGANIZATION: CONFIDENTIAL**

Our client is a Connecticut-based full-service IT support and services company providing an array of technology services to small, mid-size, and enterprise organizations alike. Service offerings include cybersecurity, business continuity and disaster recovery, data center services, network and wireless, hardware and software reseller, and managed services. The company has earned the well-deserved reputation for the highest levels of service and success in addressing and resolving their client's technology needs, and they have the client testimonials to prove it.

As the company continues to expand, the Managed Services offerings play a significant role in the company's future growth and success. As a result, the company seeks highly qualified candidates for the role of Vice President, Managed Services.

**As a prospective candidate, you are expected to carefully read this job description and eliminate yourself from the candidate pool if the duties and responsibilities are not a good match for you.**

## POSITION SUMMARY

Reporting to the President, the Vice President, Managed Services directs the activities and drives the growth of the Engineering Services organization. As VP, Managed Services, you are responsible for technology assessment, building a service model to drive revenue growth, identifying and implementing cost efficiencies, defining Services offerings, client and strategic vendor relationship building, financial results of Services department, managing a team of engineers and technicians, and building organizational excellence.

## DUTIES AND RESPONSIBILITIES

- Participates in strategic planning process and ensures key elements of Engineering Services department plans align with other departments in a team-based environment, as well as with appropriate external strategic vendor partners.
- Function as virtual Chief Information Officer (vCIO) for applicable customers. Develop and mentor additional staff in the vCIO role as demand requires.
- Identify and report on service quality and efficiency measurements and initiate activities to pro-actively improve service delivery quality and efficiencies.
- Monitor service delivery operational statistics, reports trends, variances and issues, and take appropriate action.
- Develop and implement policies and procedures to deliver world class managed services and customer experience excellence.
- Ensure services delivery is aligned with the managed services best practices and implement appropriate controls and metric monitoring.
- Implement technologies approved by Product Board.
- Research and identify profitable technologies and solutions for current and future customers and clients. Ensure Sales and Marketing departments have necessary support and training to effectively communicate to prospects and customers.



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- Develop strategic relationships with enterprise customers and position the company's services and capabilities to increase share.
- Evaluate training and OEM certification needed, work with Engineering Manager to select individuals to be trained, attend training as necessary, train individuals if necessary.
- Strengthen vendor relationships by chairing the company's Product Board and through proactive participation in various vendor events, consortiums, and local and national networking opportunities.
- Articulate scope of the company's total solution expertise to vendors to ensure strategic alignment.
- Challenge and inspire employees to achieve business results.
- Ensure employees adhere to legal and operational compliance requirements.
- Build loyalty with assigned customer base through ongoing weekly account interaction and dialogue.
- Work with customers and company team to ensure that services and service levels are aligned to business needs.
- Evaluate current client onboarding process, develop and implement corrective action to better serve new clients.
- Assist salesforce in new customer acquisition by showing depth and breadth of company's skill sets and abilities to meet customer requirements.

**POSITION REQUIREMENTS AND QUALIFICATIONS**

- 5+ years of experience in the management of an MSP organization.
- Proven success in motivating a team of engineers and technicians.
- Possess strong technical knowledge.
- Skilled at project management.
- Possess outstanding client and vendor relationship skills.
- Must possess strong leadership skills with vision and an ability to effect change both in practices and culture.
- Accustomed and comfortable being a "working manager," willing to step in and assist a client and/or colleague.

**PERSONAL CHARACTERISTICS:**

- A team player with strong interpersonal skills and a high level of energy.
- Willing and able to lead by example.
- Possess a passion for delivering the highest level of service.
- Must be accountable to all constituents – management, colleagues, clients, and vendors.
- Should be a visionary and strategic planner capable of linking goals to day-to-day priorities.
- Leadership qualities will include the capability to set vision and empower others to work towards it, and the skill of holding/selling a point without alienating others.
- The candidate will already be experienced and must be able to make immediate contributions to realizing corporate objectives.
- Candidate must display excellent conceptual and analytical abilities, decisiveness, and ability to synthesize alternative viewpoints.



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- A problem solver and calculated risk-taker who can successfully apply experience, judgment, and creativity to both short and long-term business solutions.
- A down to earth, effective hands-on manager with a blend of technical and marketing savvy.
- Must exhibit a highly professional business demeanor and personal ethics.
- Candidate must have excellent interpersonal and communications skills to be able to quickly build rapport across the organization, colleagues, direct reports, and external entities.

**EDUCATION**

Bachelor's degree or equivalent and relevant technical and management experience.

**COMPENSATION**

A competitive compensation package including base salary and bonus, along with a full benefits package will be offered.

**FOR ADDITIONAL INFORMATION:**

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