



## JOB DESCRIPTION

**Position:** Operations Manager  
**Reports To:** Director, Operations  
**Date:** December 2011

### JOB SUMMARY

The Operations Manager's role is to oversee the Provisioning and Technical Support staff to ensure maximum client satisfaction with respect to service implementation and operation. This includes the responsibility of implementing, enhancing and managing procedures around SLA commitments, customer communication, internal and external escalation, and automation.

### DUTIES & RESPONSIBILITIES

- Build sound relationships with key customers
- Interact with AKN's carrier partners to address issues and maintain good working relationships.
- Understand AKN and supplier service offerings
- Effectively manage customer expectations as they relate to product offerings
- Effectively manage escalations (both within AKN and with suppliers) for timely resolution.
- Effectively provide status on support related issue in cases of management escalation.
- Track and analyze trends using AKN systems and generate statistical reports.
- Measure team performance related to incident management, and help team members improve in select areas
- Provide problem management strategies and recommendations on chronic problems
- Oversee development and dissemination of help sheets, usage guides, and FAQ lists for end users.
- Attend training seminars, conferences, and trade shows to broaden knowledge of current and future Customer Support issues and technologies.
- In conjunction with appropriate internal staff, review feedback from customer surveys and develop action plans to address issues
- Carry management escalation pager.
- Train, coach, and mentor staff.
- Oversee the development, implementation, and administration of training procedures and policies.
- Effectively manage change requests Enforce and execute proper change management practice.
- Ensure documentation is maintained as it relates to service changes.
- Manage and enforce request handling and escalation policies and procedures.
- Reporting criteria to be determined and to be revised on regular scheduled intervals.
- Manage workflow related to commissioning of customer service delivery into service operation.
- Measure and monitor SLA metrics, and handle exceptions.
- Participate in planning, testing and implementation of new IT systems related to AKN Operations.
- Prepare and manage AKN communications to customers, and develop automation strategies to increase operation efficiency.
- Recommend solutions to daily operation issues, such as equipment/configuration management, hardware handling, coordination of carrier support staff etc.
- Lead regular team meetings to discuss internal and external issues



## **QUALIFICATIONS / EXPERIENCE / SKILLS**

### **Formal Education & Certification**

- A degree or diploma in computer science or related field is desired
- Cisco CCNA certification or above
- Former or present hands-on experience with data networking equipment will be a definite asset

### **Knowledge & Experience**

- Minimum of 5 years of experience related to network operations and customer support.
- Experience in the management of a help desk environment for IT services provisioning and/or technical support.
- Proven track record of developing and providing Service Level Agreements and Customer Support deliverables.
- Strong understanding of customer support responsibilities as related to service provisioning and operation.
- Excellent communication skills.
- Demonstrated sense of urgency as related to trouble resolution.
- Telecom and IP services experience.
- Familiar with current telecommunications and data networking standards.

## **BEHAVIORAL COMPETENCIES**

### **Personal Attributes**

- Solid people management and performance management skills.
- Ability to motivate and direct staff members and subordinates.
- Strong understanding of the organization's goals and objectives.
- Exceptional written and oral communication skills.
- Exceptional interpersonal skills, with a focus on listening and questioning skills.
- Strong documentation skills.
- Ability to absorb and retain information quickly.
- Ability to present ideas in user-friendly language to non-technical staff and end users.
- Keen attention to detail.
- Proven analytical and problem-solving abilities.
- Able to effectively prioritize and execute tasks in a high-pressure environment.
- Exceptional customer service orientation.
- Experience working in a team-oriented, collaborative environment.

## **WORKING CONDITIONS**

- Majority of time spent in comfortable office environment.
- 24x7 management escalation availability.
- Ability to work additional hours outside of normal hours of operation as required.