

# CUSTOMER SUCCESS STRATEGY & MSP OPERATIONS MANAGER

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## JOB DESCRIPTION

### ABOUT THE POSITION:

Founded in 1996, IntraSystems is a highly respected IT consulting company, managed services provider, and systems integrator that specializes in the deployment and delivery of IT infrastructure, virtualization services, security, and cloud solutions. Due to recent ongoing and continued business growth expectations, our Engineering team is looking to expand. A2U became a part of the IntraSystems family in December, 2021.

The Customer Success Strategy/MSP Operations Manager has the primary responsibility of increasing customer satisfaction within the IT Operations Department. The CSM will also have responsibility for increasing recurring revenues as well as purchases through existing managed services customers.

### OBJECTIVES OF THIS ROLE:

- Responsibilities of this role include ensuring managed services customers receive the highest level of service and customer satisfaction.
- Support the sales team by:
  - Providing pre-sales support for meetings involving managed services
  - Researching and evaluating technologies and solutions in line with customer needs
  - Preparing and presenting managed services agreements and solutions to customers
  - Preparing and presenting solutions to customers under a managed services contract
- Build strong customer relationships with managed services clients
- Facilitate and lead regularly scheduled meetings for managed services customers
- Working with the sales team, grow recurring monthly revenue within the managed services area with focus on contract extensions, contract growth as well as new MSP customers
- Provide coaching and mentorship to the IT operations team members
- Delegate tasks among team members and follow up with progress
- Ensure customer service is timely and accurate on a daily basis
- Increase awareness of business units through technology event speaking engagements

**REQUIRED SKILLS & QUALIFICATIONS:**

- Degree or postgraduate certification in computer science, software development, information systems or equivalent work experience in Enterprise IT preferred
- Five+ years of experience supporting, administering, and architecting mission critical virtualized Enterprise Systems.
- Two+ years of consulting experience preferred
- Ability to architect IT Solutions
- Ability to create and present IT solutions to customers
- Able to learn technical concepts quickly and apply them effectively
- Superior written and verbal communication skills
- Able to troubleshoot and research issues, using internal and external resources such as technical forums and knowledge bases available through the Internet
- Self-motivated individual, able to work independently or on a team
- Able to grasp the “team player” concept, even when working individually
- Ability to multi-task several mission critical tasks/projects with minimal supervision

**BENEFITS:**

- Health coverage with dental, vision, disability, and life insurance
- 401k plan offerings
- Paid vacation, PTO and company designated holidays

**WORKING CONDITIONS:**

- Full-time, normal business hours of Monday – Friday with occasional evening/weekend work as company needs/operations dictate. Within reason, carry mobile phone for availability off-hours.

**PAY PERIOD:**

- Bi-weekly, paid on Fridays

**REPORTING:**

- The Customer Success Strategy & MSP Operations Manager position reports directly to the Director of Managed Services.