



RxLogix Corporation

Title: Associate Director- Professional Services

Location: Noida

Date-24th March,2020

Job Status: Full Time

General Purpose: Primary responsibility of this person would be to plan and direct the day-to-day operations of support and managed services for multiple clients. This individual will also be responsible for implementing strategic plans, supervising and training staff within the department.

Essential Duties & Responsibilities:

Accountable for supporting day-to-day operations of Support and Managed Services group within the Professional Services Organization. Specific duties include, but are not limited to the following:

- Responsible for leading, hiring, evaluating, retaining and training staff in the operations of the IT Service Desk/Managed Services group. Should be able to direct a customer-focused team.
- Work closely with the product development, DevOps and other IT teams (including QA) to contribute to and develop procedures, standards, operational controls, processes and communication paths for the monitoring and support of Managed Services Operations.
- Provide weekly metrics to management internally and externally
- Measures user satisfaction with existing services with a goal to improve where necessary.
- Identifies and implements best practices for improving overall managed services operations and ensuring that the service level agreements are met.
- Understands and follows industry best practices and methodologies such as ITIL.
- Solid knowledge of Managed Services operational and performance metrics (KPI's)
- Ability to collaborate with IT Managers (internal and external) and also C-level executives
- Hands on experience in leading multiple teams in the delivery of 24X7 managed services engagements that meet or exceed customer expectations
- Time flexibility to work early mornings and late nights as required.

Minimum Requirements:

- B.tech/ M.tech/MBA with emphasis on engineering or science or with equivalent practical experience
- 10-15 years of experience in Information Systems with at least 5 years of leadership experience
- PV Experience desired but not mandatory
- Knowledge of JIRA
- Support and Managed Services experience
- Strong Project Management skills
- ITIL experience
- Excellent verbal and written communication skills
- Excellent MS Office Suite skills

- Availability to work evening hours

Preferred Qualifications

- Experience supervising an IT/Support staff of at least 20-30 staff members
- Support and Managed Services experience
- Excellent management, organizational, customer service, communication (written and Oral) skills, interpersonal skills to interact with all levels of employees/executives and clients
- Experience in current technologies and platforms including project management tools

Travel Expectations

0-25%