

## Director of End User Services

**FLSA Status:** Exempt

**Department:** IT

**Reports to:** CIO

### **Position Summary**

Responsible for the strategic plan to build and deliver Service Excellence for all End User Services.

Responsible to develop all staff to seek innovative solutions that drive continuous improvement in the services and the efficiency of delivery.

Responsible to ensure the successful deployment of Stable, Reliable, Predictable Systems, Platforms, Computers and Applications that enhance the firm's ability to increase profits.

Responsible to build and maintain an environment of service excellence with an astounding focus on customer advocacy and customer satisfaction.

### **Essential Duties and Responsibilities**

- People Management and Development
- Ensure the performance management of direct reports.
- Ensure effective two-way communication with all staff on site.
- Coach and develop direct reports and ensure it happens with all staff.
- Recruit and select operational staff.
- Implement cross-training and succession planning for all key operational roles.
- Ensure staff turnover and absenteeism is effectively managed and minimized.
- Ensure training and development of all on site staff is effective and appropriate.
- Regularly review recruitment needs and on site staffing structure.
- Ensure all staff is aware of groups objectives and plans.
- Rollout and support firms policies and programs.
- Intervene and/or troubleshoot unique customer situations as needed.
- Monitors individual and group performance and reports service levels.
- Ensures teams are adequately staffed.
- Develops work schedules, assigns daily departmental tasks, determines pager rotation, tracks attendance and overtime, etc.
- Acquires and maintains expert knowledge of current support policies and methods of delivery, as well as an expert knowledge of all organizational guidelines, policies and procedures.
- Provides technical or procedural guidance to team members.
- Acquires and maintains competent knowledge of supported applications.



- Develops or participates in team or departmental projects or programs that enhance the quality of services provided by the Service Desk.
- Ensure procedural documentation exists and is current and accessible
- Modifies policies and procedures as needed to ensure customer satisfaction.
- Monitors support activities and informs all appropriate parties of any perceived trends, positive or negative.
- Monitors the quality of Service Desk services performed as well as the adherence to organizational guidelines, policies and procedures.
- Monitors need for and secures approval for employee technical training, technical coaching, and/or technical mentoring.
- Authorizes shift changes and overtime.
- Invites, secures and tallies feedback regarding Service Desk performance from the user community
- Estimates department needs and assigns work to meet Service Desk needs in accordance with schedules.
- Provides staff performance appraisals.
- Ensures the development of Staff personal development plans
- Monitors daily Service Desk statistics measuring by best-in-class service metrics.
- Ensures proper availability rates for staff to ensure appropriate user access to services
- Ensures proper coverage on the phones and e-mail to provide customers with quality support.
- All other duties as assigned

### **Relationship Management**

- Build a working relationship with the administrators and other key customer personnel.
- Immediately resolve any operational problems or issues.
- Develop relationships with end-users and manage their perception and expectations.
- Ensure timely and effective production of management information reports.

### **Continuous Improvement**

- Manage the quality process and set targets for quality improvement.
- Measure customer satisfaction and implement resulting action plans.
- Continuously review operating procedures and implement improvements, involving all staff in the process.
- Leverage the employee bonus program to drive team objective building and service improvement.
- Create an environment of innovation and continuous improvement targeted toward improved service levels and increased efficiency.
- Ensure sharing of best practice with colleagues and best practice database.
- Request and interface with region and corporate resources in supporting the on-site operation
- Business Planning
- Assist in the development of strategic plans for the department.
- Develop budgets for team, projects, and operations requirements.
- Generate ad hoc reports for CIO or Firm Administrator, as required.
- Assist in the maintenance of the contract requirements.



- Ensure the effective development and execution of site objectives.

### **Financial Management**

- Be accountable for financial performance of account against budget.
- Monitor the deployment of resources (labor and equipment).
- Provide monthly operations reports including financial performance.
- Participate in the forecasting process as required.
- Report on productivity and performance measurements as required.
- Ensure the submission of efficient and accurate financial information each month.
- Ensure that labor and associated costs are managed efficiently.
- Ensure the effective use of the management information system where appropriate.

### **Knowledge, Skills and Abilities Required**

- Bachelor's degree required.
- Significant experience in a customer service oriented environment.
- Experience supervising non-exempt staff.
- Experience with Enterprise Incident tracking systems and administration
- Familiarity with the use of personal computer and business software preferred.
- Strong written and verbal communication skills.
- Strong management and organizational skills.
- Strong interpersonal skills.
- Problem solving and analytical skills.
- Ability to manage stressful situations in a calm, courteous, and efficient manner.
- Customer service oriented.
- Team leadership abilities.
- Must carry a Firm provided mobile communications device and be available after normal working hours.
- Participate in an on-call rotation and be available 24X7 during designated rotation.
- Will occasionally be required to work more than 37.5 hours a week.
- Some travel to other Firm locations and/or remote training facilities will be necessary.
- Interpersonal skills necessary to communicate and follow instructions effectively from a diverse group of clients, attorneys and staff to provide information with courtesy and tact.
- Interpersonal skills necessary to communicate in person, by email and telephone to provide information with courtesy and tact.

