



Service Operations Manager – Hiawatha, IA

The Service Operations Manager provides business and technical leadership for inCode's Support and Logistics functions supporting inCode's mobile and wireless solutions. The position ensures high levels of customer satisfaction are met through industry leading Quality and Service Level Objectives. This position is located in our Hiawatha, IA office.

Responsibilities:

- Management of multi-function team including: Procurement, Receiving, Asset Mgmt, forward & reverse logistics of stocked and customer deployed equipment
- Management of customer deployments with Project Managers including Staging and network activation
- Management of partner product warranty and service contracts
- Management of Service Offering definition, collateral, and pricing/costs
- Specification of tools, processes, and operations improvements including Support Portals, Asset Mgmt applications,
- Operations Reporting of Service Operations functions
- Escalation point for customer support issues.
- Creates internal and external system documentation.

Skills and Qualifications:

- Four year degree in a Technical field desired or relevant business experience
- Experience with ERP and related supply chain applications & processes
- Experience with handheld computing systems and software solutions
- Experience with wireless carrier activations, provisioning, and networks
- Effective customer support and presentation skills
- Demonstrated excellent written and verbal communication skills
- Experience with Mobile Device Management a plus
- Software application support experience desired.
- Knowledge of Windows operating environments
- Knowledge of Windows Mobile, RIM, Motorola, Intermec, and other handheld devices
- Familiarity with wireless architecture a plus