



inCode Telecom - MSSC 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 across the customer base. 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, Call Center Helpdesk agents, 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 – terms, entitlement, renewals
- Contributor to Service Offering definition, refinement, and collateral
- Specification of tools, processes, and operations improvements including Support Portals, Asset Mgmt applications
- Operations Reporting of Service Operations functions – Internal and External deliverables
- Serves as escalation point for customer support issues and peak periods
- Creates internal and external system documentation.

Skills and Qualifications:

- Four year degree in a Technical field desired or relevant experience
- Experience managing Technical Support organization
- Experience with ERP and related supply chain applications & processes
- Experience with handheld computing systems and 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, iPhone, Motorola, Intermec, and other handheld devices
- Familiarity with wireless architecture a plus
- Familiarity with Server Administration and SQL report generation

Send resumes in confidence to careers@incodetel.com