**Position Title**:  Manager of Professional Services

**Job Description**: The Manager of Professional Services is responsible for the oversight of a client facing technical team and acts as the lead technical resource for a specified client.

**Why Work at Novus:**

* Collaborative, high-tech, and fun culture
* Medical/dental/vision/company-paid life/voluntary life/STD/LTD/pet

insurance!

* Generous PTO and flexible schedules
* Safe harbor 401k contribution and company match
* Skills development, training, mentoring opportunities, and tuition

reimbursement

* Profit sharing
* Referral and spot bonuses
* Apprenticeship program – we grow our own!

**Essential Functions and Responsibilities:**

* Responsible for the day-to-day management and leadership of a five-person multi-site support team.
* Responsible for ensuring support quality, staff development, and the growth of IT consulting services.
* Oversees projects to ensure expectations, timelines, and budgets are met
* Interfaces directly with client points of contact on organization technical strategy
* Provides technical expertise and remains current on technology trends in the marketplace
* Helps business operations utilize information systems to improve efficiency
* Ensures equipment, hardware, and software are updated to meet the needs of the organization
* Approves expenses for technical needs of which they have oversight
* Initiates communications with additional project team resources to ensure client project success
* Assists with client vendor management and interfacing where necessary
* Works with client resources to ensure security practices and standards are being followed
* Other duties as assigned

**Job Qualifications**:

* **Education: Bachelor’s Degree or Associate’s Degree with industry certifications is preferred**
* **Experience: 10+ years’ experience in related field**
* **Excellent interpersonal and communication skills**
* **Strong organizational, prioritization, and time management skills**
* **Experienced managing a team in a dynamic environment**

**Physical Demands & Work Environment:** The person in this position needs to frequently move about inside the office to access equipment. Continually operates a computer. Frequently positions self to maintain computers, including under desks and in various locations. Requires the ability to manipulate small parts. The person in this position continually communicates with individuals; must be able to exchange accurate information in these situations. Must be able to view electronic information. Occasionally moves equipment. Frequently travels to business-related sites.

**Generally normal conditions with reasonable workstation flexibility. Moderate noise (business office with computers and printers, light traffic).**

**Reports to: Director of Client Services**

**Manage Others**:  Yes

**Job Type**: Manager

**Employee Type**: Exempt, Full Time

**Travel:  Frequently throughout the state**

**Compensation**: Based on qualifications

**Relocation**: Yes

**Remote**: No

Novus Insight is an Equal Opportunity Employer, M/F/D/V. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law. Vet-Friendly Employer.

Please direct resumes to Heather Petrone, Human Resources Manager, at ***hpetrone@novusinsight.com.***