Service Manager Job Description

Service Manager Job Description for Solidappmaker

Contents

Job Title: Service Manager

Summary of the Role:

The Service Manager at Solidappmaker is pivotal in sustaining client satisfaction post-project completion. This role is central to managing after-sales support, including maintenance contracts and ensuring outstanding service quality. Balancing client happiness with fiscal responsibility, the Service Manager ensures services are billed appropriately, upholding Solidappmaker's commitment to excellence and profitability.

Responsibilities and Duties:

- Oversee after-sales support and maintenance contracts, ensuring high levels of client satisfaction.
- Act as a primary point of escalation for project managers and the operations manager, adeptly handling and resolving escalated issues.
- Collaborate with sales and project management teams to provide seamless service transition and implementation.
- Develop and implement service delivery processes that enhance efficiency and client satisfaction.
- Monitor and manage service-related P&L, ensuring services are delivered profitably without compromising quality.
- Conduct regular reviews of service offerings, adapting to client feedback and industry trends to maintain competitive edge.
- Ensure compliance with all relevant laws, regulations, and company policies.

Qualifications and Skills:

- Proven experience in service management within a software or technology environment.

- Exceptional problem-solving skills and the ability to manage escalations effectively.

- Strong leadership and team management abilities.

- Excellent communication and interpersonal skills.

- Understanding of project management principles and methodologies, with a focus on Agile/Scrum practices.

- Familiarity with project management and communication tools such as Skype, WhatsApp, Zoom, and email.

- Bachelor's degree in Business, Technology, or related field preferred.

Company Details:

Solidappmaker, located at 3948 Browing Pl, Suite 334, Raleigh NC, is a renowned software development agency committed to providing innovative solutions and fostering a collaborative culture.

Reporting Structure:

The Service Manager reports directly to the CEO and oversees also the operations manager and the project management team. The Service Manager serve as an escalation point for both the project managers and the operations manager, ensuring smooth resolution of issues and maintenance of service excellence.

Role in Team Collaboration and Development Process:

The Service Manager is integral to fostering a culture of continuous improvement and client-centric service delivery. By coordinating with designers, developers, testers, and system administrators, the Service Manager ensures that after-sales support strengthens client relationships and contributes to Solidappmaker's reputation for quality and innovation. Their leadership in the communication process, both daily and weekly, ensures that the team remains aligned, responsive, and committed to excellence.

Making sure we use the Scrum Methodology within SolidAppMaker.

The 5 Scrum Role Responsibilities in a project:

In a project are 5 different roles. See below the roles and there responsibility.

- **Product Owner (customer):**
  The owner of the product vision.
  They are focused on understanding business,
  internal needs, and market requirements. Responsible for full coverage of all needs
  in the product backlog.

- **Key User (customer)**:
  Key user is an employee of your company/organization who has extensive knowledge of new processes you plan to implement. Responsible for testing each milestone and approving when deliverable is according to what is agreed.

- **Scrum Master:**
  The coach that helps keep the team accountable to their commitments to the business and also remove any roadblocks that might impede the team's productivity.

- **Development Team (leaded by project manager)**:
  Here leaded by the project manager. The team that drives the plan for each sprint and completes the work. They forecast and commit to how much work they can complete in each sprint using their previous velocity and capacity as a guide.

- **Stakeholders**:
  People external to the scrum team with a specific interest in and knowledge of the product that is used for discovery and feedback. The Business owner is often the lead stakeholder/Key user of one or more scrum team.

Figure 1: 5 Scrum Roles

Our Development team.

Figure 2: Our development team

Service Manager Role in Team Collaboration and Service Excellence at Solidappmaker

Our Development Team Collaboration:

The Service Manager at Solidappmaker plays a critical role, not only in ensuring top-tier post-project service to our clients but also in spearheading a team that thrives on collaboration and excellence. This role involves a unique blend of technical oversight and personal interaction, ensuring that each team member's contributions align perfectly with our clients' ongoing support needs.
Key Collaborations:

- **Designers:** The Operations Manager ensures that our designs are both aesthetically pleasing and user-centric, facilitating collaboration with designers to align creative visions with practical user experience needs.

- **Frontend and Backend Developers**: They foster a collaborative environment where frontend and backend developers work in tandem to create responsive, robust applications.
- **The Operations Manager** ensures effective communication and alignment between these teams to build solid and scalable solutions.
- Testers: By partnering with testers, the Operations Manager emphasizes quality assurance, ensuring every application undergoes thorough testing to meet our high standards before reaching our clients.
- System Administrator: Collaboration extends to system administrators to guarantee the optimal performance of servers and systems, ensuring high availability and addressing technical challenges proactively.

Our Communication Process:

Daily Interaction: Skype for Immediate Connectivity

Service Manager oversees and makes sure all goes smooth linked to our project management approach emphasizes constant interaction and accessibility. During workdays, we establish a dedicated Skype group that includes the customer, the project manager, the operation manager, and the sales manager. This group acts as a real-time communication channel, ensuring swift responses to queries, sharing quick updates, and facilitating daily progress tracking. The goal is to create an ongoing dialogue that allows for immediate troubleshooting and fosters a collaborative atmosphere.

Weekly Alignment: Zoom for In-Depth Discussion

The important task of Service manager being support to Operation manager by being the first escalation level for overseeing the communication between Project Manager and Customer, our daily chats, we schedule a weekly conference call on Zoom. This serves as a platform for more in-depth discussions, milestone reviews, and strategic planning. Each session is meticulously recorded and archived, providing a reference point for decisions made and actions agreed upon. This regular, scheduled interaction ensures that all parties are aligned on the project's trajectory, and it provides an opportunity for stakeholders to voice concerns, offer feedback, and adjust the project plan as needed.

This blend of daily and weekly communication strikes a balance between immediate problem-solving and long-term project vision alignment, ensuring that our project management is both responsive and strategic.
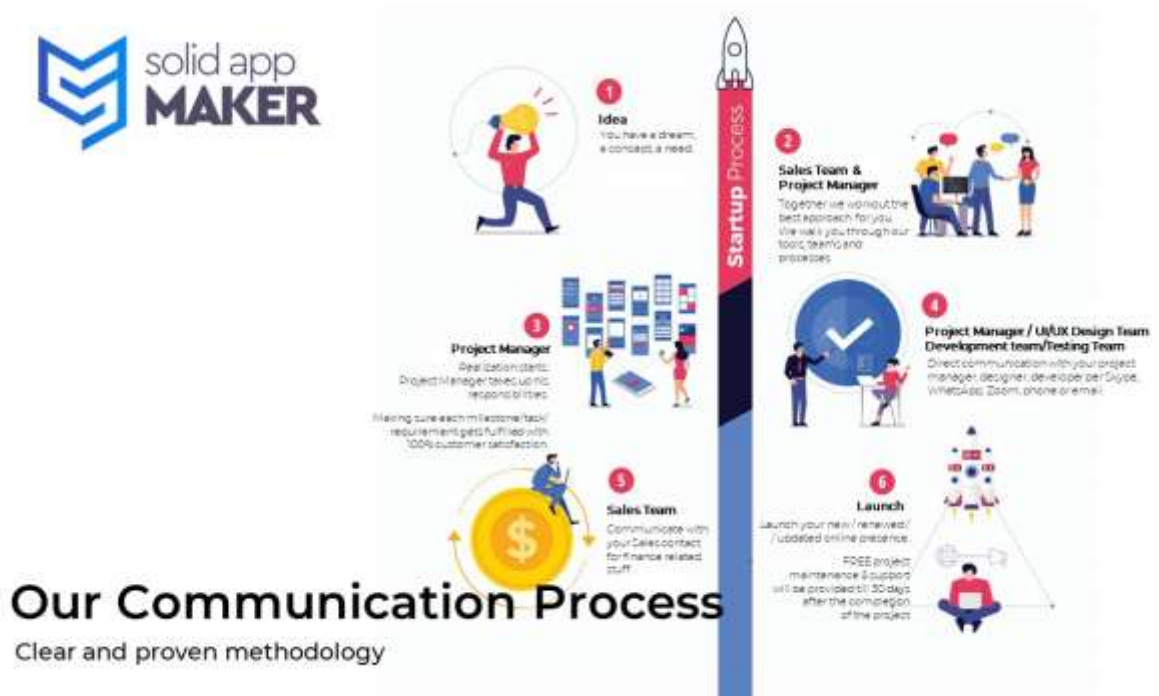
Figure 3: Our Communication Process

Our Communication Process:

- Initiation by Sales Manager, who also sets up the Skype communication group.
- Project Manager takes over after the kickoff, maintaining direct and frequent customer communication.
- Daily communication with customers during working days through Skype.
- Weekly sprint reviews, recorded and stored, via Zoom.

Enhancing Communication Quality:

- Utilize Solidappmaker-branded backgrounds to maintain professional visual consistency in video calls.
- Ensure you are in a quiet environment to minimize background noise and distractions.
- Confirm that your area is well-lit so that participants on the call can see you clearly.
- Use a high-quality microphone and camera for clear audio and video, ensuring effective communication.

Our Development Process:

Guiding the Agile/Scrum development process, the Services Manager support the Operations Manager by being the first escalation in matter overseeing the planning, execution, and review of project milestones. This role is crucial in managing the project lifecycle, from initiation to deployment, ensuring that each phase is executed with precision and aligns with Solidappmaker's commitment to innovation and customer satisfaction.
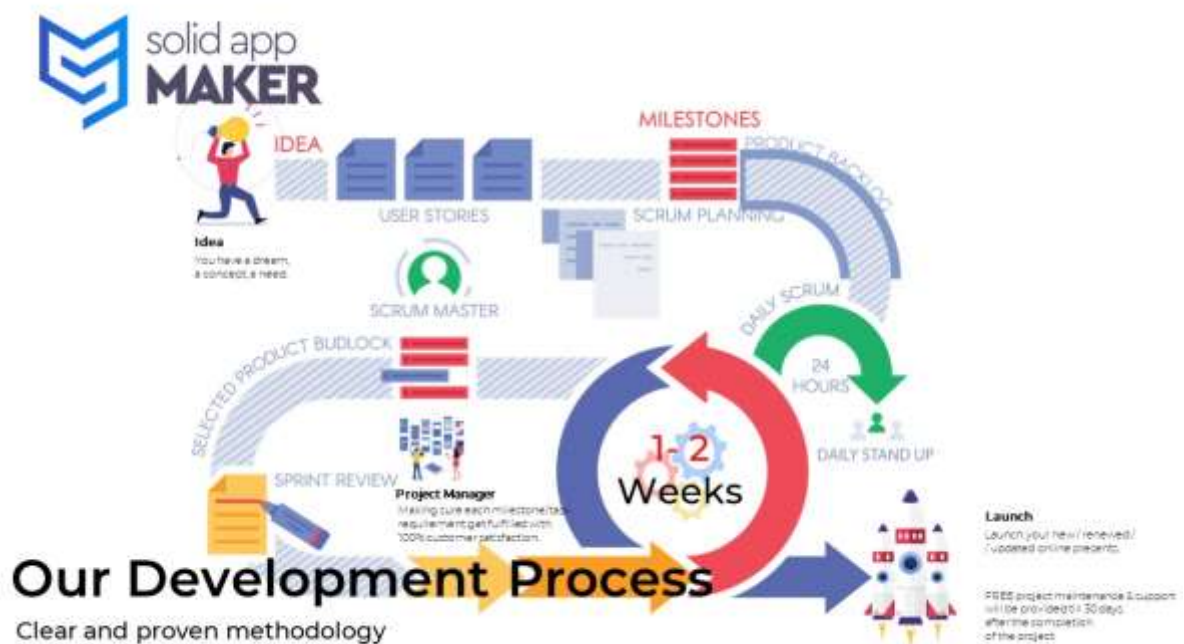

Figure 4: Our Development Process

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Service Manager: The Keystone in Issue Resolution and Team Motivation

At Solidappmaker, the Service Manager occupies a pivotal position, especially when it comes to addressing challenges and managing escalations. Tasked with more than just overseeing daily operations, this role demands a proactive approach to identifying potential issues before they escalate and efficiently resolving any situations that do arise.

A primary responsibility of the Service Manager is here to support the Operations Manager is to ensure a smooth workflow and maintain the morale of the team. They are the go-to person for team members facing obstacles, providing a supportive environment that encourages open communication. This not only helps in early identification of potential problems but also fosters a culture of trust and collaboration.

In instances of escalated issues, the Operations Manager steps in with a clear-headed and solution-oriented mindset. Their objective is not just to address the immediate concern but also to understand its root cause, preventing future recurrences. They employ a blend of technical knowledge, managerial acumen, and interpersonal skills to navigate through complex situations, always aiming for outcomes that align with the company's standards and client expectations.

Moreover, the Service Manager plays a vital role in motivating the team, recognizing individual and collective contributions, and fostering an environment where creativity and innovation are encouraged. By leading from the front, especially in challenging times, they inspire confidence and commitment within the team, ensuring that Solidappmaker continues to deliver exceptional results, even in the face of adversity.

Elevating Performance and Quality within Solidappmaker

At Solidappmaker, the Service Manager plays a pivotal role in not only managing day-to-day operations but also in driving the continuous enhancement of performance and quality across the company. With a focus on operational excellence, the Operations Manager implements strategies to elevate standards, ensuring that every team member is aligned with our mission to deliver innovative and high-quality software solutions.

Motivating for Excellence: Understanding the importance of motivation, the Service Manager fosters a culture of recognition and empowerment. By acknowledging individual and team achievements, they inspire continued excellence and innovation.

Problem-Solving Leadership: When challenges arise, the Service Manager is at the forefront of troubleshooting and problem-solving. Their approach to escalations is proactive and solution-focused, ensuring issues are addressed promptly and effectively to prevent impact on project outcomes.

Quality Assurance: The Service Manager is integral in upholding and advancing quality standards within Solidappmaker. Through regular reviews and the implementation of best practices, they ensure that every aspect of our operation, from development to delivery, meets the highest levels of quality.

Performance Improvement: Continuous improvement is a key responsibility. By analyzing performance data, gathering feedback, and implementing improvement plans, the Operations Manager leads efforts to optimize processes, enhance efficiency, and increase client satisfaction.

In their mission to elevate performance and quality, the Service Manager collaborates closely with all departments, ensuring that Solidappmaker remains a leader in software development, driven by excellence and a commitment to our clients' success.