

Service Manager



Scout is a mature, growing provider of outsourced IT and Telephony services and support based in the Lower Mainland. Our purpose is to utilize technology to simplify lives, both for our clients and our team, so we are constantly learning and growing to best serve our clients. No two days are the same and we love it! We have a wonderful team of amazing people working locally in the lower mainland, remotely in British Columbia also abroad in Guatemala and the Philippines. Together, we are committed to supporting each other, doing things well and having fun at the same time. As part of that, we have a hybrid WFH approach, seeking to balance the developmental and relational benefits of being in the office with those working from home, this role would require a minimum of 2 days a week in the office and occasional travel to other countries.

We are a service organization who is looking for a Service Manager to lead our growing service team of technicians and support coordinators. This leadership role requires a unique blend of technical knowledge, strategic thinking, and a passion for customer service. The Service Manager will oversee our service and project teams, driving effectiveness and efficiency within the department to achieve our strategic goals. You'll also work closely with our Account Management, Network Operations, and Accounting teams to streamline operations, enhance client satisfaction, and maintain high service levels.

What does that look like?

- Lead the daily operations of our service team, ensuring top-notch efficiency and client satisfaction.
- Work closely with Service and Dispatch teams, monitoring ticket lifecycles.
- Analyze trends to proactively reduce service tickets and adapt strategies in response to changing conditions.
- Collaborate across departments to share resources effectively to meet organizational goals.
- Proactively develop and maintain SOPs and continuous improvement initiatives to enhance service delivery.
- Foster an environment of knowledge sharing and mentorship, encouraging team development and training.
- Play a key role in strategic planning and the adoption of emerging technologies to keep our services sharp.
- Build and maintain positive relationships with clients and peers, embodying and promoting our culture.
- Lead and refine client onboarding projects to ensure seamless integration and alignment with Scout's standards.
- Meet with each member of your team to ensure they are supported and successful.
- Conduct yearly employee reviews celebrating success and planning for what's next.
- Membership with IT Nation Evolve peer group with biannual in-person meetings in the USA.
- On-demand travel to visit our team in Guatemala.

What do we look for?

- A Scout culture fit. We're looking for servant leaders that work well with others.
- Experience in a supervisory role, ideally within an MSP or the IT sector, with a proven track record of managing technical teams.
- Familiarity with MSP ticketing, reporting and RMM Systems. ConnectWise and BrightGauge an asset
- Familiarity with financial reporting and the ability to manage departmental budgets and forecasts focusing on service gross margin.
- Excellent spoken and written communication skills – ability to translate technical information into user-friendly terms in person and on the phone.
- Collaborative team players, with experience handling escalations and being a resource for others.
- Someone who is self-motivated and focused, with excellent time management skills and attention to detail.
- Demonstrated understanding of and interest in how things work, not just how to fix them.
- A valid BC Driver's license with a clean driving record.
- A valid Canadian passport with ability to travel internationally.

What are the benefits of working at Scout?

- Collaborative team environment with supportive co-workers who want to help you succeed.
- Customized development plans, training reimbursement, along with a wealth of in-house experience.
- Monthly company events.
- Extended health, vision, and life insurance plan.
- Quarterly & annual bonuses based on attainment of financial targets.
- Free membership to Orange Theory Fitness & gym at the Scout office.
- Staff driven employee recognition and reward platform.
- Stocked office kitchen full of delicious drinks and snacks.
- Company provided cell phone & laptop.
- UniFi Technology Budget to support your home lab and Wi-Fi.
- WFH Technology Stipend.
- Flexible working location.
- Paid travel & accommodation to visit our team in Guatemala.