



## Service Delivery Manager – Cloud Services

### About Spectrotel

Spectrotel is a leading national next generation aggregator of Voice, Internet, Cloud Communications and Managed Services. Spectrotel aligns suppliers, agents, and customers, through the use of Spectrotel's aggregation platform to bring out the best of each to maximize customer success and experience. We are the "Network of Networks" and have achieved this through the committed, passionate and driven team of associates that make up the Spectrotel team.

We are proud of having created a unique and valued experience for some of the most well-known brands throughout the country by providing exceptional service and technology solutions crafted to meet and exceed their business needs. We owe our success to a set of simple principles: integrity, honesty, flexibility and ambition. It is the embodiment of these traits that make Spectrotel a distinctive integrated solutions company.

As a privately-held company we seek individuals who can help contribute to the company's success. This means you are not shy, you like rolling up your sleeves and digging in and helping solve problems, you feel energized when you present an idea and most importantly you are persistent, passionate and never satisfied with the status quo.

### About Your Role:

The Service Delivery Manager – Cloud Services is responsible for the day-to-day management of the team members responsible for project planning, carrier order placement and quality assurance for all post-sales support to clients during the provisioning/Implementation process with respect to the HPBX, SIP, VOIP, SD WAN, Managed Firewall, and Data Security products. The Service Delivery Manager – Cloud Services must ensure that customers under the care of their team have a smooth transition from their current provider to Spectrotel. The Service Delivery Manager – Cloud Services must possess a broad understanding of technical knowledge of analog, digital and VOIP voice services as well as SD WAN, Managed Firewall, and Data Security products, while also being knowledgeable in the skills of an effective project manager.

### Responsibilities include but are not limited to:

- Support the sales organization before and during implementation to ensure that client requirements are clear and expectations have been set appropriately in the transition from paperwork to production.
- Ensure their team members have the resources to coordinate multiple projects and manage multiple orders concurrently on a daily basis.
- Track Daily/Weekly/Monthly KPIs for the Order processing of the HPBX, SIP, VOIP, SD WAN, Managed Firewall, and Data Security products.
- Track Order processing for non-complex services utilizing both internal and carrier systems for orders related to their team's projects.
- Provide first level escalation support ensuring customer requests, inquiries and concerns are processed and resolved in a timely and efficient manner.
- Assist and mentor their team in the HPBX design of auto attendants, features, functionality and call center software to ensure the effective use of our products features.



- Ensure team members effectively communicate with customers, agents and vendors to progress the order or escalate, when required, in order to ensure that commitments/timelines are met.
- Ability to multi-task and utilize all resources and relationships to balance management responsibilities while ensuring team members deliver and meet customer's expectations.
- Train team members to coordinate large project migrations for both non-complex and complex-services
- Review and Modify SOP to ensure adherence to processes, policies and objectives related to the provisioning of HPBX, SIP, VOIP, SD WAN, Managed Firewall, and Data Security products, with an understanding of other Spectrotel products.
- Perform Quality Assessments to maintain a high degree of accuracy on all paperwork, call tracking tickets and work order system entries.

#### Qualifications:

- Previous experience in VOIP, SIP, and or SD WAN, Managed Firewall, and Data Security provisioning required.
- Strong management and organizational skills are essential.
- Strong knowledge of LNP practices and ability to read carrier records.
- Extensive Project management experience preferred.
- Understanding of network architecture and infrastructure including associated equipment and functions.
- Internet, such as Internet addressing, routing, and low-level protocols.
- Experience managing escalations with minimal management intervention required.
- Previous experience in the design and implementation of VOIP applications.
- Extremely professional with excellent interpersonal, relationship, and communication skills (written and oral)
- Expert understanding of the following Internet Services and Protocols: T1, xDSL, ADSL, EOF, Cable

Spectrotel is an Equal Opportunity Employer. All applicants will be considered for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status, or any other legally recognized protected basis under federal, state, or local laws, regulations or ordinances.