

ECS

Job Description

Job Title: Virtual CIO (vCIO)
Company/Dept.: ECS
Reports To:

FLSA Status: Exempt
Prepared Date: 7/18/17

PRIMARY ROLE:

Devise and oversee Information Technology strategy and use within ECS standards and best practices delivered with best in class customer service to our Managed Service clients.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

*Other duties as assigned.

1) CUSTOMER SERVICE

- Provide responsive customer service. Answer internal and external customer/vendor calls quickly and pleasantly. Communicate in a friendly, professional and patient manner.
- Perform all duties with the goal of building and maintaining long-term customer/vendor relationships.
- Maintain exceptional customer service understanding satisfaction and perception.

Measurement:

- *Positive feedback from internal and external customers and vendors*

2) DAILY REQUIRED FUNCTIONS

- Communicate with stakeholders to ensure superior service delivery to our managed clients regarding outstanding issues and projects.
- Function as the point of escalation for customer issues requiring account and customer management.
- Review trends in service, Net Admin reports and other sources to document and conduct quarterly business reviews.
- Create and maintain client budgets to forecast quarterly and annual IT expenses.
- Develop short and long-term IT strategies that meet client business needs and are within the ECS framework.
- Liaise with client and service teams on projects and resources.
- Coordinate new client onboarding activities with the sales and project teams.
- Conduct pre- and post-onboard meetings with the appropriate internal and client staff.
- Provide client end user training and explanation of the support process and interaction with our helpdesk and service delivery teams.
- Continuously look for opportunities to advance the ECS footprint within clients.
- Establish and maintain IT management best practices that reinforce client confidence.

Measurement:

- *Weekly KPI deliverables*
- *Positive customer feedback*
- *Review process and peer reviews*

3) DOCUMENTATION

- Document internal processes and procedures related to duties and responsibilities.
- Ensure reliability of client configurations and asset information through maintenance and application of documentation standards.
- Provide accurate reports and metrics to stakeholders of project status, budget and agreements.
- Submit expense reports, if applicable on a weekly basis.
- Submit time sheets weekly by Saturday at noon.

Measurement:

- *Internal process documentation review*
- *Client documentation review*
- *Accounting feedback of missing receipts or documents required for expense reports and payroll.*

4) BILLING REQUIREMENTS

- Review teams' input to ensure accurate customer billing.

Measurement:

- *Accurate time entries and correct status*
- *Personal contact required after missing deadlines.*

5) COMMUNICATION

- Communicate customer needs to the appropriate manager.
- Communicate with customer on escalated issues keeping them informed of incident progress.
- Utilize active listening and customer-care skills in identifying potential concerns.
- Report customer concerns or complaints to account managers and appropriate service managers.
- Answer internal and external communications timely and professionally.

Measurement:

- *Feedback from customer*
- *Feedback from stakeholders*

6) TEAMWORK

- Demonstrate and promote a spirit of cooperation and teamwork throughout the Company.
- Provide backup support for other teams and team members as needed.
- Continually look for ways to improve our processes and ability to serve our customers more effectively.
- Improve personal performance on a continual basis.

7) SAFETY

- Use safe work practices in the office and promote safe practices in the field.
- Notify a management team member of any unsafe conditions.

8) SUPERVISORY RESPONSIBILITIES

- This role has no direct reports.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE

- College degree

LANGUAGE SKILLS

- Communicate effectively and professionally, in English, both written and orally.
- Write accurate and concise business correspondence and procedures.
- Effectively present information and respond to questions from all staff levels including end users, managers and executive leadership.

CERTIFICATES, LICENSES, REGISTRATIONS

- Valid Drivers License

PHYSICAL DEMANDS

- Regularly required to use hands to operate computer keyboard and telephone.
- Frequently is required to walk and sit.
- Moderately required to stand.

- Specific vision abilities required by this job include close vision, and ability to adjust focus.

WORK ENVIRONMENT

This position works in a typical office environment. Occasionally works in a warehouse or plant environment. The noise level in the work environment is usually moderate, but occasionally higher if in a plant environment.

COMMITMENT LIMITATIONS:

- May not make a non-budgeted expenditure or commitment of the Company in excess of \$500.00 without prior management approval
- May make quotes or give estimates for work performance

BUSINESS BEHAVIOR / ANTI-TRUST:

- Do not discuss proprietary information (Company's or customers) or business in general outside of work requirement
- Do not discuss company prices or terms of sale other than with the customer in the performance of job duties.

CONFIDENTIALITY / CONDUCT:

- May not divulge proprietary information regarding customer's business
- May not divulge any confidential personnel/corporate policy including discussion of performance reviews or salary
- Will not engage in gossip or other unprofessional conduct
- May not make changes in his/her Job Description, Standards of Performance or quarterly objectives without consultation with manager

Associate

Date

Manager

Date