

## ***Position: Technical Line Manager***

### **ABOUT LANGTECH**

Headquartered in the heart of San Francisco, our 25 years of systems experience and e-business expertise combined with an intense focus on customer service put us ahead of the crowd as a fully integrated solutions partner in managed services, cloud computing, virtualization, custom software, complex projects, and local, on-site support. Join the Langtech team and share your experience and creativity to help our clients leverage the latest in cloud and mobile technologies.

### **WHAT YOU'LL DO**

- Manage the entire technical staff, including NOC engineers, field consultants and project engineers.
- Maintain staff by recruiting, selecting, orienting, and training employees; maintaining a safe and secure work environment; developing personal growth opportunities.
- Maintain quality service by establishing and enforcing Langtech's standards.
- Support staff in accomplishing outstanding results by communicating job expectations; planning, monitoring, and appraising job results; coaching, counseling, and disciplining employees; initiating, coordinating, and enforcing systems, policies, and procedures.
- Coordinate operations activities with other departments.
- Facilitate the allocation of resources to meet the requirements of Langtech's service agreements, project commitments and client requests.
- Ensure that staff maintains accurate time reporting and client documentation in established ticketing system in accord with the Langtech's policies and procedures.
- Perform employee reviews in accord with Langtech's policies and procedures; develops Key Performance Indicators (KPIs) for technical staff; manages day-to-day employee performance, creating appropriate documentation in accord with HR guidelines.
- Maintain professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies.
- Contribute to team effort by accomplishing related results as needed.

### **QUALIFICATIONS:**

- Previous IT industry managerial experience managing technical staff
- Bachelor's degree
- Experience with ConnectWise PSA
- Strong knowledge of HR standards and guidelines
- Technical familiarly with networking, mobile devices, servers, Cloud, security