

Operations Director

Operations Director responsible for running LogicTree's operations, including network and software support

Responsibilities

- Direct quality control to ensure that the highest level of customer service is provided to all customers.
- Develop consistent and meaningful metrics that will serve to be critical measures of performance.
- Develop initiatives to improve customer care performance, metrics to measure results and provide feedback to senior management on a daily, weekly and monthly basis.
- Work as the firm's expert to evaluate, select, recommend and design configurations for the firm's hosted operations.
- Interface with vendors and procurement on product and vendor selection and inventory. Coordinate with local vendors and contractors to ensure that all data center needs are met in a timely and cost effective manner.

Requirements

- Experience managing a technical operation.
- Strong level of technical expertise.
- Proven ability to solve problems in nonstandard and innovative ways.
- Experience managing highly available data centers and critical server/services.
- Strong vendor management and planning / budgeting skills.
- BS or BA in a technical field.
- Experience with Speech and related call management technologies would be a plus
- Demonstrated ability to work with a diverse staff/ project team, inspire teamwork and take a leadership role.