Information Technology Manager

Deerfield Beach, FL · Full-time · **$115k–130k**

Information Technology Manager
Location: Deerfield Beach, FL; Onsite
Salary: $115,000-$130,000
Benefits: Medical, Vision, 401k with 4% matching, Holidays, PTO
Job Type: Full-Time
Typical Hours: M-F, 8:00 AM – 5:00 PM
Sponsorship is not available

Information Technology Manager – MSP Service Delivery Description

Our client, an established MSP with over 25 years in business, is looking for an experienced IT Manager to lead its team of ten. This is a great opportunity for someone who enjoys working with people, improving processes, and finding better ways to manage service delivery and team performance. You'll be leading an experienced group of technicians and engineers who already have strong MSP backgrounds. The focus is on providing the leadership, structure, and support they need while improving day-to-day operations and creating more consistency across the team. You'll need a solid technical background and the ability to step in when escalations arise, but this role is primarily about people leadership, accountability, and helping the team continue to develop. Our client offers a stable environment where you'll have the opportunity to build on what's already in place, introduce new ideas, and have a direct influence on how the team operates.

Information Technology Manager – MSP Service Delivery Responsibilities

- Lead a team of service desk technicians and engineers (~10)
- Oversee daily ticket intake, assignment, prioritization, and resolution
- Manage team schedules, workloads, and daily coverage
- Keep an eye on SLAs, aging tickets, backlogs, and response times
- Monitor productivity, time entry, ticket quality, and customer satisfaction
- Track KPIs and identify opportunities to improve team performance
- Create and maintain SOPs, escalation procedures, and service standards
- Step in on escalated technical issues, major incidents, and client concerns
- Visit client sites throughout the Fort Lauderdale area and meet virtually as needed
- Hold regular one-on-ones, conduct reviews, and support team development
- Improve new hire onboarding, training, and team documentation
- Lead by example and create a supportive, collaborative team environment

Information Technology Manager – MSP Service Delivery Qualifications

- **Experience working in an MSP environment required**
- People leadership experience required, including coaching and developing technical teams
- Strong technical knowledge of Microsoft 365, help desk support, servers, and networks
- Experience tracking KPIs, improving SOPs, and keeping teams on track with SLAs

Apply: https://twonice.hire.trakstar.com/jobs/fk0zl58/?apply=true

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