Job Description: IT Support Manager

Position: IT Support Manager

Department: Operations

Reports To: VP of Operations

Location: Vancouver, BC (On-site)

Employment Type: Full-time

Position Overview

The IT Support Manager leads Hosted Advantage's MSP-focused support operations, ensuring exceptional customer experience and adherence to ITIL-based service management practices. This role oversees the Service Desk team, manages escalations, and drives continuous improvement in ticket workflows, SLAs, and customer satisfaction. The manager will also collaborate with engineering teams and vendors to resolve complex issues and maintain operational excellence.

Key Responsibilities

Service Desk Leadership & ITIL Process Management

- Implement and maintain ITIL-aligned processes for incident, problem, and change management.
- Define and enforce SLAs, escalation paths, and response standards for MSP clients.
- Monitor ticket queues, prioritize critical issues, and ensure timely resolution.

Escalation & Vendor Coordination

- Act as the escalation point for complex technical issues, coordinate with internal teams and vendors, and customers.
- Manage third party and vendor support cases to ensure swift resolution.
- Manage RCA's, Change Management and notifications

Customer Experience & Reporting

- Measure service satisfaction through surveys and feedback loops; report KPIs to senior leadership.
- Prepare regular performance dashboards and present updates to the leadership team.

Team Development & Scheduling

- Supervise and mentor Service Desk staff; foster a culture of accountability and customer focus.
- Ensure coverage for after-hours support per customer and company SLAs.

Operational Excellence & Continuous Improvement

- Maintain accurate inventory and documentation of support processes.
- Drive automation and efficiency improvements in ticket handling and reporting.

Qualifications

Required:

- 7+ years in IT support roles (Service Desk, Systems Admin, MSP environment).
- Minimum 2 years in a leadership role managing IT support teams.
- Strong knowledge of ITIL principles and experience implementing ITSM processes.
- Excellent communication and customer service skills.

Preferred:

- Certifications: ITIL Foundation, A+, CCNA.
- Familiarity with enterprise hardware and virtualization (VMware).
- Experience with monitoring tools (e.g., Zabbix) and ticketing platforms (FreshService or similar).

What We Offer

- Competitive salary and benefits.
- Training and certification reimbursement.
- Mentorship and growth opportunities within the operations team.
- A collaborative environment focused on continuous improvement and operational excellence.