

LammTech is a strategic business partner to a wide variety of clients, providing integrated Information Technology services. These services range from maintenance to project management to comprehensive IT Management Services. We are engaged by our clients to identify technology challenges and opportunities in front of them and develop effective solutions and strategies to help them grow their businesses.

Our company is currently seeking a self-motivated, confident, energetic, and hardworking management professional to join our team. You will manage our service team consisting of engineers, technicians, and dispatcher. This team supports our clients composed of a variety of industries. The goal of the Service Manager is to run the Service Department in a way that meets the leadership team’s objectives for the company.

We serve an area within a 150 mile radius of Sedalia, MO. A responsible driving history is required and all candidates must agree to an extensive personal background check.

The Service Manager will be lead in three primary areas within LammTech:

Corporate

- Collaborate with LammTech leadership to attain strategic goals
- Work with Business Development team to assure client satisfaction

Departmental

- Coordinate & Support daily activities of Service Team
- Lead ongoing Continuous Improvements efforts

Team

- Encourage continuing Professional Development of Service Team Members that align with LammTech’s strategic growth plans
- Foster collaboration among Service Team Members

Roles and Responsibility

The Service Manager responsibilities will include but not be limited to:

- Leading morning tech huddles to review the days’ work schedule
- Monitor service boards and balance the workload across the team
- Communicate with clients regarding service inquiries and scheduling
- Support technical team efforts with vendor communications
- Provide feedback to team as part of continuous improvement efforts
- Meet with team members individually on a quarterly basis to confirm goals and accomplishments
- Meet with Leadership Team on a regular basis as part of our strategic goal process
- Develop proficiency with our internal Professional Services Automation system
- Participation in Peer Service Manager Group as needed or requested

Compensation / Benefits
TAE (Targeted Annual Earnings) Based on salary plus goal attainment incentives:
\$45,000 - \$55,000+

100% Company paid Group Health and Life Insurance.

Paid Holidays and PTO

Retirement benefits w/company matching contribution.

Hours
7:30am-5:30pm
Monday-Friday

Some overnight travel may be required for trade events and training. All travel expenses paid.



Qualifications & Skills

- Must be courteous and helpful when interacting with LammTech clients.
- Must possess knowledge about IT infrastructure, IT applications, and appliances.
- Must be able to assign, lead, and support a team of technicians.
- Must have excellent communication and writing skills.
- Must have excellent organizational skills.
- Must have excellent time management skills.
- Must be able to prioritize tasks based on importance.
- Must be able to multi-task.
- Must be a team-player.
- Must be knowledgeable with Excel, Word, and Visio.

Education & Experience

- The successful candidate must have prior experience managing service personnel.
- The successful candidate must have practical experience in information technology.
- BA/BS degree preferred.

MISSION

To treat our clients with respect. To be honest. To be fair. To be a great place to work. To be known as one of the best companies in the Midwest to do business with and to work for.

VISION

To continue to grow our company so that the staff has promising, long-term careers while preserving personal relationships based on trust and mutual success with our clients.

VALUES

Trust • Loyalty •
Commitment • Honesty

We conduct business with integrity and professionalism and have a personal interest in your success.

