Career Opportunity
Manager of Managed Services

Fortified Data is a rapidly growing global provider of database design, management, and support services. We are thought leaders within our industry with many years of experience in some of the largest and highest volume mission critical systems. We pride ourselves on providing our clients with holistic business and technical roadmaps that enable them to meet and exceed their objectives. Our work environment is challenging, fun, and exciting. We are a destination employer where the majority of employees are referrals from existing staff.

Fortified Data is an equal opportunity employer. Eligible candidates must provide evidence of legal working status for any employer in the U.S.

Job Summary

The Manager of Managed Services will be responsible for overseeing multiple pods of database administrators to ensure the highest level of service delivery and client satisfaction. This role requires a blend of technical expertise, leadership skills, and a strategic mindset to manage day-to-day operations, handle escalations, and drive continuous improvement initiatives.

Duties & Essential Job Functions

Team Leadership and Management:

- Lead, mentor, and develop teams of DBAs, fostering a culture of collaboration and excellence.
- Conduct regular performance reviews, provide constructive feedback, and implement performance improvement plans as needed.
- Develop and manage employee development plans, ensuring that team members have the necessary skills and training to perform their roles effectively.
- Create and manage work schedules, including on-call rotations, to ensure 24/7 coverage and support.

Service Delivery and Quality Assurance:

- Oversee the delivery of database administration services, ensuring compliance with SLAs and client expectations.
- Monitor and manage the team's workload and performance, ensuring efficient resource allocation and timely issue resolution.
- Ensure best practices for database management, performance tuning, backup and recovery, and security is managed by Pods.
- Oversee regular audits of database environments and processes to ensure quality and consistency.

Client Engagement and Escalation Management:

- Serve as the primary point of contact for escalated issues, providing guidance and support to resolve complex problems.
- Communicate effectively with clients and the Strategic Account Manager to understand the client's needs, address concerns, and ensure satisfaction with services provided.
- Develop and maintain strong relationships with key clients, acting as a trusted advisor on technical database-related matters.

Process Improvement and Innovation:

- Identify opportunities for process improvements and drive initiatives to enhance the efficiency of Fortified Data's managed services.
- Stay current with emerging technologies and industry trends, evaluating and implementing new tools and practices to improve service delivery.
- Develop and manage a formal internal change management process to ensure controlled and documented changes to client environments.

Reporting and Documentation:

- Ensure accurate and timely documentation of all database management activities, including incident resolution, asset management, change requests, and performance metrics.
- Create and maintain a comprehensive knowledge base to support the team and improve service quality.
- Prepare and present regular reports on team performance, service delivery metrics, and client satisfaction to senior management.

Education & Experience

Education: A Bachelor of Science degree in Computer Science or similar Technical Degree

Required Experience:

- Experience leading in a Managed Services Provider Business
- Experience managing teams of database administrators
- Technical background or strong understanding in database management systems (e.g., Oracle, SQL Server, MySQL, PostgreSQL).
- Excellent leadership and people management skills, with a track record of building and developing high-performing teams.
- Strong problem-solving and analytical abilities, with the ability to handle complex technical issues and escalations.
- Effective communication skills, both verbal and written, with the ability to interact with clients and internal stakeholders at all levels.
- Strong organizational skills and attention to detail, with the ability to manage multiple priorities and projects simultaneously.

Required Attributes

- **Customer Service**: Listens and responds effectively to customer questions; resolves customer problems to the customer's satisfaction. Respects all internal and external customers and uses a team approach when dealing with customers to exceeding customer expectations.
- **Ability to Multi-Task**: Proven ability to manage multiple issues and/or projects successfully bringing them all to resolution in a timely manner.
- **Problem Solving:** Anticipates problems, recognizes and accurately evaluates the signs of a problem and analyzes current procedures for possible improvements.
- **Detail Oriented**: Thoroughness in accomplishing a task through concern for all the areas involved, no matter how small. Monitors and checks work or information and plans and organizes time and resources efficiently.
- **Automation / Tools**: Proficient in use of all Microsoft Office software applications including Outlook, Word, PowerPoint, and Excel. Willingness and ability to learn and implement new software applications and technologies.

Work Environment

- We are a 100% remote company
- Up to 15% travel possible