

Job title	<i>Area Manager</i>
Reports to	<i>President/CEO</i>

Position Summary

The Area Manager will be a highly motivated, independent, and organized individual that will oversee the day-to-day operations for the Wooster, OH location. The Area Manager oversees client acquisition and growth, servicing of clients, budgeting, quality, financials, hiring and training.

Primary Responsibilities

- Develop a business plan for business expansion efforts.
- Create financial goals and establish sales targets with the management team.
- Work with Corporate Sales and Marketing teams to establish sales and marketing strategy.
- Prospect for new business.
- Work with existing clients to grow sales.
- Address the service needs of the current client base and newly developed clients.
- Work with business area Directors and Managers to coordinate the needs of prospecting, meetings and service-related efforts.
- Human Resources
- Address client related service concerns.
- Respond to and address various clients' IT technical support requests in an urgent manner by providing remote and onsite support, escalating these issues when appropriate.
- Ensure that all client's trouble tickets, or other service requests are acknowledged and addressed with a high level of urgency and in accordance with their Service Line Agreement (SLA).
- Other duties as assigned

Minimum Qualifications

- Bachelors degree or equivalent experience/training required
- Ten or more years' experience in an IT support role
- A+/Network or equivalent Certifications preferred
- Strong understanding of IT related hardware, software, and services
- Entrepreneurial mindset and clear thinking
- Business development and strategy implementation knowledge
- Strong organizational and decision making skills
- Ability to sell, manage and drive growth
- Excellent customer relationship management skills
- Flexibility to adapt to changes in business operations
- Negotiating and resolving conflict skills with employees and customers
- Leadership skills to motivate, teach, and encourage co-workers.
- Valid US Driver's License

Working conditions

This position operates in a professional office environment. This role routinely uses standard office equipment such as computers, printers and phones. Travel to client locations will be required.

Physical requirements

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. This position is regularly required to talk or hear over the phone or in a face-to-face conversation. This position will frequently be required to sit, stand, walk, stoop, kneel, crouch, use hand to finger, handle or feel, and reach with hands and arms. This position also requires the ability to lift up to 50 lbs. occasionally. Specific vision abilities required by this position include close vision, color vision, peripheral vision, and the ability to adjust focus. This noise level in the work environment is usually moderate.

Direct reports

None

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety to themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an “at will” relationship. Duties, responsibilities, and activities may change at any time with or without notice.

Equal Employment Opportunity Statement

Summit IT Solutions provides equal opportunity in all of our employment practices to all qualified employees and applicants without regard to race, color, religion, gender, national origin, age, disability, marital status, military status, genetic disposition or any other category protected by federal, state and local laws. This policy applies to all aspects of the employment relationship, including recruitment, hiring, compensation, promotion, transfer, disciplinary action, layoff, return from layoff, training and social, and recreational programs. All such employment decisions will be made without unlawfully discriminating on any prohibited basis.

Signatures:

Approved by Management:	
Date:	

Employee signature below constitutes understanding of the requirements, functions and duties of the position.

Employee:	
Date:	