



SERVICE DELIVERY MANAGER II: JOB DESCRIPTION

Classification: Full-time, Salaried, Exempt

Annual Compensation: \$65,000-\$95,000

Benefits: Medical, STD, and \$20K Life Insurance for Employee (Family Medical, Dental, additional Life Insurance, and LTD are available for additional employee-paid premiums)

Paid Time Off (PTO): 120 hours annually to start, accrued bi-weekly, plus 10 paid holidays

Reports to: VP Commercial Services

Service Delivery Manager II

Role	Role Responsibilities
Account Management Team Member	<ul style="list-style-type: none"> • Perform account management duties (defined below) for assigned portfolio of clients • Work with division management in learning to develop ideas for growth of both individual client accounts and division as a whole • Communicate regularly with clients and technical staff about client satisfaction issues, expectations, and project potential ❖ Mentor new SDM II's, SDM I's, Technical Specialists, and Lead Techs in RWA philosophy of technology management, details of contracts & plans, and general account management
Account Management and Administration	<ul style="list-style-type: none"> ❖ Responsibility for a portfolio of 5-15 small accounts, some requiring only minimal management, AND 3-5 larger accounts requiring regular active maintenance, or an appropriate similar mix of accounts as business dictates • Develop and follow an account management plan for each assigned client, appropriate to the client's needs • Complete timely and accurate account administrative tasks such as contracts, proposals, invoices, and employee timesheet approval, using automated client management tools • Ensure staff time is properly billed if work falls outside contracted plan • Maintain client relationships and keep abreast of new technical needs through regular client contact as defined by each account management plan • Track hours billed to account and staff hours worked to determine and evaluate profitability, make changes as needed to increase profitability • Address accounts receivable issues with clients, escalate when appropriate • Complete reports on your clients' profitability, staff utilization, and other matters as required by VP
Technical Management	<ul style="list-style-type: none"> • Ensure provisions of plans and contracts are being carried out by technical staff ❖ Develop and manage existing client projects • Manage client technical teams to ensure timely and accurate completion of technology maintenance and project-based tasks • Identify and commit appropriate resources for client needs and projects (technicians, vendors, etc.) • Resolve client and technical team conflicts <ul style="list-style-type: none"> ➤ Respond promptly to client calls/emails to resolve questions and problems



	<ul style="list-style-type: none"> ➤ Escalate client/staff issues promptly to more senior SDM when appropriate • Conduct monthly technical team meetings to discuss projects, on-going maintenance issues, client concerns, and to motivate and energize staff • Assist in interviewing potential technical staff • Facilitate on-going training of assigned technical staff
Business Development	<ul style="list-style-type: none"> • Regularly assess client needs to: <ul style="list-style-type: none"> ➤ identify and sell appropriate RWA plans and services ➤ identify new services/innovative solutions for RWA to expand its suite of plans and services • Identify new potential projects (gleaned through regular client and technical staff communication cited above) ❖ Develop, write, present, and close proposals for new projects ❖ Consult with client on technology needs/budget and identify appropriate technology solutions with regard to “cost and quality” ❖ Assist SDM I’s in business development efforts • Support VP sales efforts with assigned clients • Represent RWA at professional events, such as networking gatherings and conferences ❖ Respond to referrals and requests for information submitted on web site, phone calls, or through other channels
Research	<ul style="list-style-type: none"> • Read technology and business journals, articles, web sites, etc., to keep knowledge up-to-date re: current trends, best practices, etc. in technology management, especially as it relates to medical practices, medical technology, and small businesses
Qualifications	
Required Education, Experience, Skills	<ul style="list-style-type: none"> • The following combinations of education and experience may satisfy the minimum requirements for this position: <ul style="list-style-type: none"> ➤ Associate’s Degree in Business Administration with an emphasis on business information systems or information technology management PLUS at least 6 years in a position that provided experience and knowledge of profitability analysis, IT project management, and team/staff management OR ➤ Bachelor’s Degree with a major or minor in Business Administration, with an emphasis on business information systems or information technology management, PLUS at least 4 years in a position that provided experience and knowledge of profitability analysis, IT project management, and team/staff management OR ➤ Equivalent military experience MAY substitute for the required education and experience at the discretion of the VP • Excellent self-organization and self-direction in performance of tasks, including time management skills • Demonstrated ability to pay close attention to details and analyze for accuracy ❖ Demonstrated ability to add business/projects at existing clients • Demonstrated business research, writing, and analysis skills • Demonstrated customer relationship and employee management skills
Preferred Experience	<ul style="list-style-type: none"> • Experience with the needs/business culture of medical practices and/or small businesses • Experience in assessing new client needs and developing ideas, writing



	<p>proposals, and selling proposals for additional projects, based on conversations with clients</p> <ul style="list-style-type: none"> • Experience using “packaged” client management tools such as Autotask to track prospects and proposals, manage contracts and service tickets, and process employee timesheets • Understanding of appropriate uses of technology in a business setting, with actual technical training and experience a huge plus (networking, desktop support, etc.)
Evaluation Areas	Evaluation Criteria
Behavioral Expectations	<p>Every employee will be evaluated on the way their work performance and behavior with clients and other team members embodies the RWA core values:</p> <ul style="list-style-type: none"> • Versatility • Accountability • Long-term Relationships • Uncompromising Ethics • Empowerment • Spirit
Performance Expectations	<p>As an SDM II, you will be evaluated on the degree to which you successfully carry out the job duties outlined above. Additional criteria will be:</p> <ul style="list-style-type: none"> • Adherence to RWA corporate policies and procedures as outlined in your employee handbook • Posting at least 2 Med-Tech Research Wiki Pages per year • Degree to which employee meets goals and objectives as stated on prior review
Incentives	
Bonus Potential	<p>Discretionary Bonuses may be awarded for the following efforts above and beyond the basic job description:</p> <ul style="list-style-type: none"> • Additional training and certifications • Performance excellence • Taking on additional Commercial Division management duties outside the official job description • Project profit-sharing for efficiency and quality on special projects • Increases in account profitability through the development of new projects and opportunities and/or increased staff efficiency • Increases in division profitability through the addition of new clients
Salary Increases	
Increase requirements	<ul style="list-style-type: none"> • Receive an average rating of 3.5 or higher on last performance review as an SDM II • Have at least 1 year experience at RWA as an SDM II • Assume additional client responsibilities