

Linde Group, Inc.
An Equal Opportunity Employer

This is a full-time position managing a growing team of technology consultants who provide services to a variety of bay area clients. In addition to top-notch people management skills, the ideal candidate will also possess hands-on technical knowledge of Windows and Macintosh desktop and server operating systems and a strong background in trouble-shooting and project planning and project management. Experience managing clients in a service-based organization is a big plus. Attention to detail is critical.

Note: the most critical element we are seeking in our ideal candidate is strong, tested, thoughtful, **experienced people management skills.**

Here is a brief description of the position:

Position: Consulting Manager

Overview:

- Manage a team of technology consultants with an emphasis on developing them as a team as well as individuals in their careers.
- Monitor ongoing projects per client and per consultant. Keep projects on track using project management, problem solving skills and effective questioning.
- Have 5+ years of senior technical support service (experience with both Macs and PCs is a plus) and 5+ years of team management.
- Interface with clients in order to monitor and maintain high levels of customer service.
- Keep senior management updated on current issues and projects.
- Work with management team on internal strategic projects to help us deliver on our mission of thoughtful excellence.

Daily:

- Monitor the performance (customer service, billing, documentation (internal and external), attendance, charge-backs, values adherence, judgment, client relationships, behavior expectations adherence, etc.) of all consultants.

- Manage the scheduling of consultants to maximize and balance billing, customer service and morale.
- Review and certify the accuracy of daily work order documentation by all consultants as well as the accuracy of group calendar data.
- Mentor and develop consultants to create a culture of thoughtful excellence.
- Identify each consultant's individual development plan, coach each consultant to meet the outlined standards and document progress.
- Consistently and fairly follow a discipline process for performance issues.
- Monitor all project work by consultants through follow-up and accompanying them on periodic client visits.
- Know each project's specific details: due dates, problems, budget (time and money) and communicate to the consultant and managers when things are heading off plan.

Weekly:

- Create accurate Work Order Report for Finance/Bookkeeping.
- Schedule and lead the one-on-one meeting with CEO. Create the agenda before the meeting. Follow up with minutes that contain conclusions, assignments and due dates.
- Lead project wrap-ups/post-mortems on every project that strays from plan. Oversee the creation/editing of best practices to guide bidding and performance of future projects.

Monthly:

- Create month-end reporting (TBD) on consultant performance.

Quarterly:

- Work with CEO and Finance to determine quarterly bonuses.

Annually:

- Conduct the review process for all consultants in order to deliver on-time reviews for all.
- Create your own annual pre-review not less than one month before the anniversary of your date of hire.

Required Knowledge, Skills and Abilities:

- Excellent people-management skills accompanied by a strong philosophical basis for helping people you manage achieve excellence.

- Excellent communication, presentation, organizational and analytical skills.
- Good level of technical expertise with Windows desktop and server OSes. (OS X skills a big plus!).
- Excellent technical documentation writing skills.
- The burning desire to help make a small company great.
- Critical thinking skills are a must.

Experience Preferred:

5+ years hands-on desktop/server support in a Windows environment. 3+ years in a team-manager role.

Who we are:

Since 1989, Linde Group has been bringing people and technology together to help businesses operate more profitably with less effort. We manage our client's technology so that they can focus on their core business and achieve their goals. Through our strategic planning, technical expertise and genuine caring, we help our clients achieve their business goals. Our goal is to delight our clients not just satisfy their needs. We're constantly striving for excellence in everything we do.

Our company is centered on these core operating principles:

1. Act with Integrity.
2. Assume Responsibility.
3. Build Great Relationships.
4. Make it Better.

We are looking for people who share our core principles.

You must be able to lift 50 pounds and have reliable transportation.

Please submit a cover letter and resume in Word or PDF format via email to: 0604a@lindegroupp.com . Please include job number #0604a in the subject line of your emailed response to be considered for this position.