

Technical Support Services Manager

Overview

In this key leadership role, you will be responsible for managing and developing the technical operations team, driving team growth, and ensuring sustainable scalability. You will play a crucial role in aligning operational processes with company goals to enhance efficiency and effectiveness across the organization. This position also focuses on revolutionizing both internal and external training through innovative content capture and strategic involvement to accelerate learning, development and effective efficiency in technical operations.

Duties & Responsibilities

People Management & Development

- Lead, mentor, and inspire the technical operations team, fostering a culture of continuous learning, collaboration, and innovation
- Implement structured development plans to ensure team members are growing in alignment with company objectives and evolving with industry demands
- Drive team performance by setting clear OKR's, providing constructive feedback, and ensuring accountability at all levels

Operational Efficiency & Scalability

- Align operational strategies to ensure effective, efficient, and scalable processes that support the company's growth trajectory
- Develop, implement, and refine systems and workflows to optimize productivity and enhance overall organizational effectiveness.
- Collaborate with cross-functional teams to ensure seamless integration of operational practices that support broader company initiatives

Learning and Development

- Revolutionize internal and external training programs by developing next-level content that enhances learning experiences and accelerates development
- Utilize cutting-edge technology and methodologies to capture, organize, and distribute content effectively for a diverse audience
- Ensure training initiatives are designed to scale and grow with the company, providing valuable learning experiences for both employees and external stakeholders.

Content Strategy & Implementation

- Lead the creation and management of comprehensive training materials, ensuring content is relevant, engaging, and easily accessible
- Oversee the deployment of digital tools and platforms for content distribution, focusing on user engagement and long-term knowledge retention
- Work with department leaders to identify content needs and ensure alignment with the company's operational goals and learning objectives

Cross-Functional Collaboration

- Work closely with senior leadership to align technical operations with overall business strategy and objectives
- Foster collaboration between technical operations team, engineering, sales and external partners to ensure smooth operations and the successful execution of strategic initiatives
- Demonstrate the behaviors that support Flo's Success Profiles to activate strategic priorities, client touchpoints, and culture with disciplined execution and accountability

Qualifications & Key Competencies

- Demonstrated expertise in people management, team development, and performance optimization
- Proven experience in a technical operations or operations management role, or something comparable, preferably within the industry or similar
- Strong knowledge of operational scalability, process improvement, and efficiency strategies
- Experience developing and managing next level content that delivers organizational and industry impact
- Excellent organizational and project management skills.
- Strong interpersonal skills, with the ability to lead and influence cross-functional teams.
- Leadership and People Development
- Operational Efficiency and Scalability
- Training and Development
- Content Strategy and Management
- Process Improvement
- Cross-Functional Collaboration
- Strategic Thinking

Conditions of Employment

- Permanent full-time employment
- Travel to job sites, manufacturing facilities, and customer locations
- Ability to work from home with a home-based office
- Valid passport: able to travel across North America

If you are passionate about operations, people development, and driving innovation through learning, we encourage you to apply and join our mission to build the future of energy solutions. Please forward your resume in confidence to careers@systemsflo.com

While we appreciate the interest of all applicants, only candidates selected for an interview are contacted. No agencies, please. We are committed to fostering an inclusive, accessible work environment, where all employees feel valued, respected, and supported. Flo will provide accommodation for applicants with disabilities as part of its recruitment process. If you are contacted to arrange for an interview, please advise us if you require accommodation.