RESITEK

BILINGUAL IT OPERATIONS MANAGER – REMOTE – GREATER MONTREAL AREA OR REMOTE – GREATER TORONTO AREA

Be the Level 3 escalation point for IT support, leading the help desk team and managing IT projects to keep systems and users running smoothly.

We are a fast-growing Managed IT Services Provider (MSP), and we're looking for an experienced leader to bring structure and consistency to our expanding technical team. Reporting to the Senior Director of Operations, you will lead our Desktop Support Specialists, resolve our most complex technical issues, and build the processes that let us scale without compromising service quality. You will work with NinjaOne as our IT Service Management platform, alongside Microsoft 365, Windows and macOS environments across a diverse client base.

Responsibilities:

Operations & Process

- Structure and organize a growing technical team, establishing clear roles, workflows and service standards.
- Standardize processes and drive continuous improvement to raise the quality and consistency of client service.
- Ensure best practices and process compliance across the team.
- Represent the Managed Services team to internal stakeholders and clients, managing expectations and delivering successful outcomes.

Help Desk Leadership

- Lead and supervise the Desktop Support Specialists, overseeing the ticket queue to ensure efficiency and proper workflows.
- Train, coach and mentor the team, including career development, and identify and close skill gaps.
- Develop and maintain documentation of systems, applications, processes and policies.
- Assist in hiring new help desk technicians.
- Provide hands-on support for Level 1–2 tickets, about 50% of your time in the first three months, decreasing to 25% after that and further after six months.

Level 3 Support & Projects

- Act as the Level 3 escalation point for complex technical issues and client escalations.
- Plan, execute and deliver IT projects such as [Microsoft 365 tenant migrations, new client onboarding, device rollouts and security improvements].
- Manage, audit and verify client Microsoft licenses and subscriptions to ensure accuracy, compliance and continuity of service.
- Oversee client device lifecycle management, ensuring proper configuration, security, and regular backups for cloud environments and workstations.
- Coordinate hardware procurement (laptops, monitors, accessories), ensuring timely delivery that meets client requirements.
- Other duties as assigned by the Senior Director of Operations.

Qualifications:

- Excellent verbal and written communication skills in English and French.
- 10+ years of progressive IT experience, including 5+ years leading a technical team.
- Prior MSP experience in a Level 2/3 technical or leadership role.
- Proven experience managing help desk operations.
- Strong technical proficiency in Microsoft 365, Entra ID, Intune, Windows and macOS, plus networking, backup and security.
- Solid understanding of Microsoft licensing models and subscription management.
- Proven track record of implementing and scaling process improvements in a fast-growing organization.
- Strong project management skills, with the ability to plan, execute and deliver initiatives effectively.
- Committed to continuous learning.

What Success Looks Like After 3 Months:

- Developed a strong understanding of the business model, service offerings and day-to-day operations, with clear insight into opportunities for efficiency and scalability.
- Identified key process gaps and bottlenecks affecting service delivery and technician productivity and started action plans with relevant stakeholders.
- Established credibility with the help desk team, who regularly seek your guidance to resolve issues more effectively.
- Gained a solid understanding of how client Microsoft licensing, subscriptions and tenants are managed within the organization.
- Became fully proficient with existing tools, documentation and workflows, and began recommending practical improvements.

What Success Looks Like After 6 Months:

- Partnered with the management team to design and implement scalable processes that support rapid client growth without compromising service quality.
- Delivered measurable help desk improvements, including faster resolution times, greater consistency and better workload management.
- Built a high-performance team culture focused on best practices, advanced technical skills and proactive problem-solving.
- Implemented a structured approach to assessing technician competencies and executing targeted development or performance plans.
- Positioned the help desk to onboard and support a growing number of clients predictably and efficiently.

Working Conditions:

- This is a full-time remote position. The Employee is expected to work from home with secured internet connectivity, with occasional on-site client visits in the Greater Montreal or Greater Toronto Area.
- The Employee is expected to have access to high-speed internet and phone.
- All work-related equipment, such as a PC, monitors, keyboard/mouse, VOIP, etc., will be fully provided to the Employee by the Employer.
- Participate in on-call work for emergency support on evenings and weekends, following a rotation schedule, currently every four weeks.

- 4 weeks' vacation.
- Health and wellness package offered, with 50% of the cost covered by the Employer.
- Office hours are 8:00am to 5:00pm ET.
- Salary range: $85,000 – $110,000 per year.

If you're available and interested in this role, please send your CV and cover letter to lmdavidovic@resitek.com.