

Position Profile

General Manager

Reports To: Partners (Ownership Team)

Organization: TCSI Consulting Ltd.

Date: June 2024

ABOUT TCSI CONSULTING LTD.

Located in beautiful Terrace, BC, TCSI Consulting Ltd. (TCSI) is a specialized managed service provider (MSP) focused on the information technology needs of regional businesses. Their technology professionals help clients maximize the return from their IT investment using a combination of high-level business domain knowledge and the ability to implement and support proven technical solutions.

Offering project planning through to implementation and ongoing maintenance, TCSI Consulting Ltd. provides cost savings for their clients, minimizes operational risk and focuses on client needs and constraints. They ensure solutions that fit their clients' needs and budgets. <https://www.tcsiconsulting.ca/>

ABOUT THE GENERAL MANAGER

We are seeking an experienced and dynamic General Manager to oversee the day-to-day operations of a managed services provider (MSP). The General Manager is responsible for managing day-to-day activities and ensuring the smooth functioning of the company. They will create operational strategies, set goals for growth, and provide monthly reports to the Partners including profit and loss analysis and future opportunities for the company to explore. This pivotal role revolves around seamlessly aligning operational strategies with the overarching goal of taking care of customers as the primary focus.

KEY LEADERSHIP ACCOUNTABILITIES

1. Strategic Planning and Execution

- Develop and implement long-term strategies aligned with the company's vision, mission, and objectives.
- Identify market opportunities, industry trends, and potential risks to formulate effective business plans.
- Set clear goals, KPIs, and performance metrics to measure the company's progress and success.
- Ensure that operational capabilities align with the company's growth objectives while maintaining a strong focus on customer care.

2. Operational Oversight

- Provide leadership, direction, and oversight of day-to-day operations, ensuring efficient service delivery, quality, and customer satisfaction.
- Implement and optimize operational processes that prioritize and enhance the overall customer experience.
- Ensure that all operational decisions and actions align with our commitment to taking care of customers as a primary goal.
- Oversee various departments such as project management, sales, marketing, finance, and human resources.
- Monitor operational performance, streamline processes, and optimize resource allocation to maximize efficiency.
- Develop and manage budgets, forecasts, and financial strategies to ensure fiscal health.
- Analyze financial data, prepare reports, and make informed decisions to maximize revenue and profitability.
- Identify cost-saving opportunities while maintaining high-quality service delivery.

3. Leadership and Team Management

- Recruit, train, and mentor a high-performing team, fostering a positive and collaborative work environment.
- Set clear objectives, provide guidance, and empower employees to achieve their goals.
- Foster a customer-centric culture within the organization by emphasizing the importance of understanding and exceeding customer expectations.
- Encourage professional development, promote teamwork, and ensure effective communication within the organization.

4. Client and Stakeholder Engagement

- Build and maintain strong relationships with clients, understanding their needs and ensuring satisfaction.
- Collaborate with the sales team to identify new business opportunities and expand the client base.
- Represent TCSI at local business events, networking, developing, and expanding business relationships.
- Address client concerns, resolve conflicts, and ensure the timely delivery of high-quality services.
- Establish and expand relationships and alignment with vendors.

5. Technology and Innovation

- Stay updated with technological advancements and industry trends to drive innovation.
- Evaluate emerging technologies and assess their potential for implementation to enhance services.
- Encourage a culture of innovation and continuous improvement within the organization.

6. Compliance and Risk Management

- Ensure compliance with industry standards, regulations, and legal requirements.
- Identify and mitigate risks related to security, data privacy, and operational integrity.
- Identify and work with the team to implement robust cybersecurity measures to protect client data and company assets.

EDUCATION AND EXPERIENCE REQUIREMENTS

The ideal candidate for the General Manager position will have experience in or a strong understanding of the operations of a managed service provider (MSP) organization. They bring strong operational leadership, strategic vision implementation, business acumen, effective team-building skills, decision-making capabilities, and commitment to continuous learning. As a self-starter, the General Manager works well in a fast-paced environment, confidently leading the staff and providing excellent customer satisfaction and strategic growth to the customer base. We are seeking candidates with a passion for driving the company towards success and creating an environment where taking care of customers is the ultimate goal.

Candidates will have a post-secondary degree in business or business management, complemented by 5+ years of working in IT and 5+ years in a management role. Preference will be given to those with leadership experience providing strategic planning for an MSP, and/or working with remote monitoring and management (RMM) solutions. An equivalent combination of education and experience will be considered.

- Demonstrated strategic planning development and implementation paired with an ability to create a vision and culture to achieve goals and objectives.
- Experience developing growth strategies for an MSP (preferred).
- Excellent business acumen, business networking and relationship-building skills.
- Ability to make critical decisions complemented by a problem-solving mindset.
- Leadership experience, including coaching, recruitment, team development and growth, and establishing a culture of accountability and innovation.
- Strong people skills, including conflict resolution, the ability to motivate and inspire a team, experience defending a position or idea with senior leadership, and adaptability.
- Required computer skills:
 - Microsoft Office/Microsoft 365
 - RMM Platforms
 - Windows Operating System

Compensation:

TCSI Consulting Ltd. offers a comprehensive benefits package including health, dental, life, and disability benefits, and a Group RRSP. The salary range for this opportunity is \$90,000-\$110,000.

If you are motivated by the challenge of ensuring exceptional customer experiences and want to contribute to the growth of a customer-focused organization, we invite you to apply:

Katie Derksen, Consultant, Executive Search and Recruitment
MNP LLP

Email: Katie.Derksen@mnp.ca

ABOUT TERRACE, BC



Located in the heart of northwestern BC, the city of Terrace is the service and supply centre for the region. Offering a depth of history amidst modern life, Terrace has small-town roots and authentic culture surrounded by breath-taking landscapes offering a wide variety of outdoor opportunities.

Terrace has a population of over 12,000 residents and supports surrounding communities as well. The city itself includes the Northwest Regional Airport, offering direct flights to Vancouver in under 1.5 hours. With close proximity to three deep water ports, rail service, and the airport, Terrace is the location of choice for many businesses and entrepreneurs.

Indigenous peoples have inhabited this area of Northwest BC for thousands of years; the City of Terrace has a close relationship with the Kitselas and Kitsumkalum First Nations and acknowledges that the community exists on unceded Tsimshian territories. Terrace is the largest community in the Regional District of Kitimat-Stikine, which covers an area of 107,000 km² that also includes Kitimat, Stewart, Hazelton, and New Hazelton.



Geography and Weather

Located in the Skeena River Valley and in the shelter of the Coast Mountains, Terrace's urban centre is on a series of valley terraces. Thanks to the mountains, Terrace experiences a "natural greenhouse effect" that allows for the growing of fruit orchards and specialty crops. It receives less than half the rainfall as the coast. Thanks in part to the remarkable weather and growing opportunities, Terrace boasts the largest farmers market in Northern BC.



Fishing

World-class fishing opportunities are available in the Skeena River which boasts five types of BC salmon and Steelhead, including a world record Spring (King) salmon which weighed in at 99lbs.

Outdoor Activities

Terrace boasts practically everything the outdoor enthusiast could want. Hiking and biking trails, soccer and baseball fields, golf, tennis courts, children's parks, camping, beaches, rivers, boat launches, picnic areas, mountain climbing, snowshoeing, downhill and cross-country skiing, heliskiing, snowboarding, and more.



Indoor Activities

Terrace offers both a sportsplex and an aquatic centre, a gaming centre, theatres, bowling lanes, a curling club, art gallery, and a recreational and competitive gymnastics club. It is also home to multiple fitness centres and groups, including yoga, cross training, and fun activities such as axe throwing and laser tag.

Clubs and Organizations

There are dozens of clubs and organizations for the whole family to enjoy, from the Terrace Minor Hockey Association and the Terrace Ringette Association to the Adult Rec Hockey League, the Terrace Youth Soccer Association and Terrace Women's Soccer Association, a climbing society, paddle club, roller derby, running and swim clubs, a Toastmaster club, Pipes and Drums Society, and more!

For more information on Terrace, visit visitterrace.com and terrace.ca