



BrightHouse, a business division of The Boston Consulting Group, is a global creative consultancy. We help organizations uncover their timeless purpose so they can grow their people, profits and social impact.

BrightHouse is looking for an IT Manager for their Atlanta office.

The core responsibilities of the IT Manager include the implementation and support for all office, personnel, and mobile facing services and technologies in use at BrightHouse in coordination with our BCG partners. This includes the content, life cycle, process, service-level, and supply management for related existing and future technology offerings as well as sourcing strategies and plans. The area of responsibility currently includes all BrightHouse offices in North America and Germany.

The position also acts as Business Relationship Manager for all IT offerings and maintains an active partnership with management teams and department heads within BrightHouse and BCG. The ideal candidate has a broad technical expertise combined with strong leadership and communication capabilities to capture demand, identify opportunity, and drive change across offices.

The role will focus on the quality of IT services provided, technology life cycle, process efficiency, as well as the satisfaction of its internal customers. It is expected that the candidate will advance the technical capabilities available today and evolve the related processes to market standards, continuously driving innovation, quality, and efficiency to keep pace with the continued growth of BrightHouse, prepare for future demands and drive opportunities toward continuous service improvements.

This role will work in close cooperation with BCG Global and Local IT on service offerings, process effectiveness, metrics, innovations, best-practice sharing, and quality improvements. Candidates must be able to perform well in a fast-paced, intellectually intense, service-oriented environment, and to interpret rules and guidelines to enhance the business in keeping with BrightHouse's values and culture.

RESPONSIBILITIES INCLUDE:

- Own the IT business relationship management by partnering with BrightHouse "BH"/ BCG's system and operational leadership in all topics related to IT services and support
- Own responsibility for service delivery of office, personal, and mobile technology including day-to-day operations.

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- Collaborate with stakeholders and collect input on IT services, capture and shape business demand for new IT solutions, and stay on top of key project roadmaps on behalf of the system.
- Identify and implement best practices for IT support for client team
- Develop and maintain BrightHouse IT roadmaps based on changing business and technical needs
- Execute roadmap for BrightHouse IT initiatives and improvements on time and within budget to be reported on quarterly to Global IT team.
- Manage and develop IT staff in local offices
- Work with BH leadership to determine and achieve annual goals and objectives
- Design and implement innovative solutions processes for effective cost management and higher quality
- Ensure effective IT training and consistent employee onboarding processes for all new employees
- Track IT service budgets for all offices and prepare regular IT spend reports
- Define, prepare, and regularly communicate Key Performance Indicators (KPI) reports and function health metrics to management teams
- Select, evaluate, and approve technical standards and procedures as well as external vendors and service providers in collaboration with the technical service owners and demanding functions
- Build up a network and outside-in perspective in the key relevant market of competitors, vendors, solutions and suppliers
- Manage effective utilization of the IT service center where applicable for BrightHouse.
- Define service center offerings and manage quality with the IT service center management where applicable for BrightHouse

QUALIFICATIONS

- B.A./B.S.—MBA is a plus
- At least 6 years of experience in international management of IT service delivery/support teams in a comparable environment
- ITIL foundation and/or Six Sigma certification is a plus
- Professional Services background is a plus
- Fluent English is required
- Travel is required for the role. Applicants must be capable of and comfortable with occasional international travel.

KEY COMPETENCIES

- Demand, business requirements, stakeholder and expectation management
- Negotiation and vendor management
- Personal productivity technologies (Mobile, PC, OS, MS office applications)
- Office infrastructure technologies (PBX, LAN, AV)
- PowerPoint and Visio for process and workflow documentation

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- Excellent Knowledge of macOS and Mac devices
- In–depth experience with managing a Mac environment (ideally using JAMFPro / Casper)
- Generalist working knowledge of Windows Server and Quantum SAN/NAS technologies
- Ability to troubleshoot network issues is a strong plus
- Advanced English communication skills: oral, written, and active listening (including senior level leadership presentations/meetings)

To learn more about BrightHouse, please visit our website at www.thinkbighthouse.com. Interested applicants should submit a resume and cover letter to hr@thinkbighthouse.com and should submit an online application at www.thinkbighthouse.com/careers/

BrightHouse, a business division of the Boston Consulting Group is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, age, religion, sex, sexual orientation, gender identity / expression, national origin, disability, protected veteran status, or any other characteristic protected under federal, state or local law, where applicable. BrightHouse is an E-Verify Employer. [Click here for more information on E-Verify.](#)

www.thinkbighthouse.com