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Job Title

Business services manager

Age

35 to 44 years

Highest Level of Education

Some college, no degree

Social Networks



Industry

Technology

Organization Size

11-50 employees

Preferred Method of Communication

- Face-To-face
- Phone
- Email

Tools They Need to Do Their Job

- Project Management
- Email
- Accounting and Bookkeeping Systems
- Cloud-Based Storage & File Sharing Applications

Job Responsibilities

- People management
- Project management

Goals or Objectives

Keep customers satisfied and

They Gain Information By

- Taking online classes
- Going to conferences

Pain points

- It's hard to get people to use the presence system
- The presence system is not accessible enough for a wide range of users