

Matt Hartley

IT Director

hartleym@sva.com 262.923.5118

Matt is the IT Director for SVA, A Professional Services Company.

He oversees the day-to-day operations of the technology support team, which provides first-line support for all IT requests and issues.

Matt manages all the IT-based end-user processes and infrastructure and works closely with SVA's leadership team to ensure IT is meeting all the firm's needs. Beyond the management of IT support services, he focuses on developing a process of continuous improvement, ensuring employees have the resources they need to provide a high level of customer service to clients.

He is responsible for the strategy and direction for all IT operations and ensuring a high level of customer service.

Matt is also responsible for developing and maintaining Help Desk Service Level Agreements and reporting on Key Performance Indicator metrics, along with ensuring the firm is aligning with ITIL best practices.

Areas of Expertise

- ITIL Best Practices
- Desktop Engineering
- KPI Metrics
- End-User Services Strategy

Certifications

- ITIL Foundations
- Network +
- A+

Education

Waukesha County Technical College

- Associate Degree Network Administration