

## Location

Miramar, Florida or Charlotte, North Carolina

## Job Description

SLA Enforcement and management of incidents. The primary responsibility is to enforce SLA compliance. The secondary responsibility is to address and solve service failures as quickly and effectively as possible. These managers work with the team directly associated with the malfunctioning process (as well as other relevant personnel) to identify the inciting incident or individual and develop potential solutions. Once the issue has been resolved, the incident manager works with the team to establish procedures to prevent similar incidents from occurring in the future. If a personal problem is identified, this is reported up to the IT Operations Manager.

## Responsibilities

- Oversee open incidents and requests to ensure timely responses ensuring tickets are completed within the promised time frames (SLA).
- On call to deal quickly with urgent issues by monitoring and coordinating High Priority incidents to assure continuous progress, productive handoffs, and effective client communication.
- Inform internal and external audience of any outages and provide periodic status updates based on SLA requirements.
- Monitor and coordinate escalated incidents to ensure continuous resolution progress and productive handoffs.
- Monitor the effectiveness of the incident management process and make adjustments as necessary.
- Develop, document, train, implement, and enforce the incident management process.
- Analyze incident trends and recommend corrective actions as necessary.
- Review closed tickets for quality assurance to validate the documented information and established procedures were followed.
- Provide the IT Operations Manager with written reviews of any personnel struggling to comply or effectively execute the defined incident management process.
- Collaborate with Customer Success Managers as needed to ensure customers are receiving the services promised.

## Education/Experience

- 2-4 Years Previous Incident Manager Experience & Bachelor's Degree or Equivalent Experience
- Advanced Autotask Experience/Administration (Explain other Service Desk Tool Experience)
- Worked in a SOX and/or PCI Compliance Environment
- Solarwinds/N-Able experience a plus
- Working knowledge of ITIL as well as ITIL Certification is preferred
- Citrix Technologies: XenApp, XenDesktop, NetScaler, CloudBridge, EdgeSight, Provisioning Server, Application Packager, etc.
- Microsoft Technologies: Active Directory/Windows Administration, Terminal Services, DFS, DHCP, Clusters, SQL, DNS, Multi-Site Deployments, Multi-Domain Environments, etc.