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IT Service Manager

Description

The IT Service Manager will be responsible for all distributed systems (Wintel and Linux Servers) and the day-to-day management and customer support to end-users. This position is primarily responsible for the management and supervision of the client facing application within our Managed IT Services Group and the Service Operations Center, managing a team of support personnel who troubleshoot IT issues, implement and updates policies and procedures regarding how problems are identified, received, documented, distributed, and corrected. This position will also ensure maximum issue resolutions in minimum time, evaluate new information systems products or services and suggests changes to existing products or services to better aide the end user, assign personnel to various operations and directs their activities, review and evaluate work and prepare performance reports, provide for the training of department staff and end users, and secondary responsibilities include assisting in overall operations and strategic development of the company.

Primary Responsibilities:

* Responsible for the support and maintenance of the infrastructure services covering Active Directory, Email, file and application servers running on VMware and Citrix XenServer to ensure stability and up to date operating systems and patches.
* Proactively monitor and conduct performance tuning, security administration, capacity planning, disaster recovery, and server backups.
* Ensures users are provided efficient, effective, and timely support on a 24x7 basis; manages staff schedule to ensure optimal coverage and responsiveness.
* Identifies incident commonalities and initiates and, when applicable, oversees problem management and root-cause identification exercises to identify and correct major problems
* Experience with measuring and tracking team performance metrics. This includes First Call Resolution, Talk Times, Avg. Speed to Respond, Trouble tickets, Service requests and Change Requests resolution.
* Maintain individual team metrics and use results to help develop individuals and improve team performance. Establish a cycle of continuous service improvement with measurable improvement targets.
* Lead the development of a knowledge center support (KCS)-based comprehensive, continuously improving knowledgebase for incident resolution and user self service
* Provides staff leadership, direction, supervision, training and development.
* Communicate regularly with staff through group meetings and individual sessions; ensure issues/input from team is listened to and that organization/department strategy/goals/decisions are communicated consistently and in a timely manner.
* Participates in the development of standards, documentations, procedures and audit requirements to meet the goals of the department and business priorities.
* Trains and supervise technical staff.
* Perform other duties as assigned.

Experience and Skills

* 5+ years’ experience of managing technical support staff that includes helpdesk and server team
* 5 + years’ experience with Citrix XenServer, V6x and VMWare vSphere, V5.5 and above.
* 5 + years’ experience with Citrix Remote / VPN /Terminal Servers / Citrix Web Interface.
* 5 + years’ experience with Microsoft Active Directory 2012, AD Forrest with Parent and Child Domains, Group Policy, Security Templates, LDAP protocol and attributes.
* 5 years’ experience in Microsoft Exchange design and Office 365 migration. This includes hybrid configuration, running ADFS and Direct Sync for single authentication but not limited to mobile device management.
* 5 + years’ experience with PowerShell scripting and workstation deployment tools (PDQ) used for rolling out patches
* Experience with Server and desktop imaging software and standards
* Experience with NetScaler (Load balancing, SSL-VPN, Reverse Proxy, GSLB) and Two Factor Authentication (2FA) configuration.
* Expert troubleshooting skills in Operating Systems and Application but not limited to Microsoft Office, Microsoft Exchange, Windows 7 / 8, MAC Operating Systems, Citrix Remote Access, VMware (V6), Citrix XenApp (V6), and Microsoft SQL Server.
* Ability to work under pressure and within strict time constraints while working in a changing environment with continually changing direction and requirements.
* Good verbal and written communication skills. (required)
* Ability to work under pressure and within strict time constraints while working in a changing environment with continually changing direction and requirements. (required)
* Self-directed and capable of taking a proactive attitude. (required)

Qualifications:

* Bachelor’s degree and/or equivalent work experience
* Two of more certification in the following and must include Citrix Certification:
  + Citrix Certification (CCP-V or CCE-V)
  + VMWare Certification (VCP or VCAP)
  + Microsoft Certification (MCSA or MCSE)

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