Our innovative and growing company is hiring for a service operations. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for service operations

- Escalation point for IT service delivery / operations concerns from the business and customers
- Drives the day to day implementation and effective operation of the ITIL V3 service delivery processes between the business, 3rd Parties, and our customers driving effective day to day management of those processes with continuous improvement and appropriate control cycles
- Coordinate DB's analysis of vendor's performance results and represent the function in stakeholder meetings as functional control groups and service operations boards
- Partner with Sales and customer success leadership team to identify opportunities for process improvement
- Communicate progress & status against plans providing visibility to projects, key decisions, dependencies, issues, risks, and metrics on a regular basis
- Be agile and effectively maneuver through the various organizations, influence, engage and inspire others
- Coordinate sales forecasting, planning, budgeting processes and performance management for the customer success organization
- Establish and manage the enrollment product release management strategy
- Work on proactive initiatives to improve the service
- Participate in Back End maintenance and audit activities such as DR tests, testing, releases and product upgrades

Qualifications for service operations

- Successful completion of new hire training
- Strong consultative sales experience
- Excellent knowledge of storage hardware (including Fiber channel, clustering)
- Excellent customer focus, must have demonstrated customer service skills and the ability to interact with our customers in a professional, mature manner dedication to providing superior service
- 2+ years of experience in the network, and/or application/system support domain