

<b>Job Title</b>	Manager Service Delivery
<b>Short Description</b>	<p>This position will oversee and directly manage the IT Service Delivery function with an emphasis on incident, change, event, request fulfillment management and root cause analysis. This position will also provide subject matter expertise and participation in project assignments related to Operational ITIL Services and Service Desk Operations support.</p>
<b>Full Description</b>	<p>About Corporate One:</p> <p>We are a leading wholesale financial services provider to more than 700 of America's credit unions. As a trusted and highly respected investment, funding, and payment solutions partner to credit unions for more than 70 years, Corporate One has developed innovative solutions for credit unions throughout our history. We, along with our subsidiary companies, Lucro Commercial Solutions, Accolade Investment Advisory and Sherpa Technologies are committed to our member credit unions and their mission to help their communities thrive.</p> <p>What will my day look like?</p> <ul style="list-style-type: none"><li>•Implement, execute, and enhance the policies, standards, processes, and procedures for the day-to-day operations of the Service Delivery support functions.</li><li>•Ensure the Service Delivery Team is adequately staffed and trained to meet the operational and support needs of the Company. Lead and maintain staff schedules to ensure coverage of incoming service requests for all requests.</li><li>•Employ appropriate methods to plan, measure, and report on the status, efficiency and effectiveness of Service Delivery. Coordinate and maintain the on-call schedule and escalation standards/procedures/processes for all IT support staff to handle after hours service requests, incidents, problems, events requests, and change.</li><li>•Monitor ticket queue. Fulfill, track, and close, tickets for service requests as well as lead, coordinate, document, and follow up on various user requests.</li><li>•Lead in managing the deployment of hardware and software required to support for internal business systems including but not limited to laptops, desktops, monitors, peripherals, MS Office, and others.</li><li>•Ensure IT Service Level Agreements for IT Service Delivery Service Desk are met or exceeded. Provide reporting for Service Desk targets monthly and create continuous improvement initiatives. Create, enhance, and provide Service Level metrics and targets for the entire ITS organization.</li></ul> <p>Desired Qualifications:</p> <ul style="list-style-type: none"><li>•Degree in Computer Science, Engineering, or equivalent combination of education and experience. Certification in ITIL Foundations and 3 plus years working with change, incident, problem request, and service level management is preferred.</li></ul>

- Minimum 5 years' experience in information systems support or development role with at least 5 years' experience in the management and administration of an IT support department.
- Proficient Microsoft Office products including Word, Excel, PowerPoint, SharePoint, Outlook, Teams and Windows 10 required. Experience with Windows 10, MS Office 16, Exchange, Citrix client software, security software (Bitlocker) and Office 365 Cloud environments (SharePoint, One Drive).
- PC configuration and hardware, Service Desk applications software required. Strong understanding of mobile devices running Apple's iOS or Google's Android operating system.
- Familiar with remote help tools such as ITSM Systems, Desktop Central, Microsoft Teams.

Corporate One Federal Credit Union is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, disability, age, or veteran status.

<b>Education</b>	Degree in Computer Science, Engineering or equivalent combination of education and experience, Certification in ITIL Foundations preferred.
<b>Additional Comments</b>	<p>Why Should You Apply?</p> <p>Employment with Corporate One includes being part of a collaborative environment where every individual is part of a team, making a difference to credit unions and the communities they serve. We are dedicated to improving the financial lives of others. You'll enjoy a friendly and casual work environment where personal autonomy, self-initiative, innovative thinking, and continuous learning are highly valued. We are proud to have an average tenure of 10 years!</p> <p>To apply:</p> <p><a href="http://www.corporateone.coop/About-Us/Job-Opportunities.aspx">http://www.corporateone.coop/About-Us/Job-Opportunities.aspx</a></p>
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<b>Expiration Date</b>	11/30/2021