

Service Delivery Coordinator

Oversee operations of the OIT Helpdesk and Asset Management and serves as a specialist in client interactions involving digital fluency to enhance individual and school areas & divisions success. Acts as incident management process owner for major incidents and works with other areas within OIT to continually improve the service and support provided to the school community. Communicates regularly with departments about OIT resources and department support needs, acts as client advocate within OIT.

Education and Certification Requirements:

- Bachelor's degree in Electronics or Computer Systems Engineering or equivalent.
- Master's degree (Administration or IT Management), Desirable.
- Bilingual, English and Spanish.
- ITSM knowledge, Desirable.
- ITIL Foundations v.4 certification, Desirable.

Qualifications and previous experience required:

- At least 3 years of successful experience managing technical support teams.
- Experience managing service desk software platforms.
- Proven experience leading people and vendors.
- Experience managing & support large Apple computers & devices installations.
- Project Administration & Project Leading.
- Excellent coordination, collaboration and communication skills.
- Hands-on with high sense of urgency.
- Service oriented and results driven.

Duties and Responsibilities:

- Leads the Helpdesk team, act as the IT asset management responsible prioritizing team efforts as necessary.
- Coordinates after-hours and surge resources when necessary to maintain service levels.
- Implement practices and procedures that support and measure the capabilities, effectiveness, and efficiency of IT service support activities and staff.
- Deliver on client satisfaction and success demonstrated via metrics. Target continual adherence to desired service response times and outcomes for the IT organization.
- Enhance client experience and success by enacting value-added processes/services that address relationship management. Streamline/modify helpdesk processes and ensure the adoption of technology solutions that align with organizational objectives in support of an evolving digital workplace.

The American School Foundation, A.C.

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- Serve as technical expert for support issues handled at the helpdesk, escalating and resolving issues with specialized team members as needed.
- Fill-in for or supplement technology support specialists when needed.
- In support of client experience team efforts, assist with coaching to help members of the school increase their digital fluency.
- Share feedback on technology needs and services with the appropriate OIT areas based on user interactions.
- Administer use of remote support tools and the IT Service Management (ITSM) system (Service Desk, Change Management, etc.), including the effective use of any additional modules.
- Oversee the successful implementation & improvement of campus self-help (tier 0) resources.
- With the assistance of finance team, oversee technology asset tracking and maintenance of all relevant inventory including accurate recording and replenishment of the technology asset inventory.
- Develop and update plans for new product/service releases and prepare the service team for the same.
- Act as a flexible team player in meeting the client service needs of the school community.
- Perform other duties as required.
- Activities mentioned in this Job Description are not limited to the above, and the employee may be required to perform other related activities as assigned that will contribute to the success of their Area/Division.

Supervises: Audiovisual Technical Support staff & Service Desk Supervisor.

Reports to and is evaluated by: Director of Information Technology. It will be evaluated annually according to the policies and procedures established by the school.

Application Procedure:

1) Fill an ASF employment application in the link <https://solutions.asf.edu.mx/application/> 2) send a copy of official degree(s) / study certificate(s) in PDF format as an attached document, and (4) cover letter indicating the name of the open position. Please attach files electronically while completing your application.