

Computer Technical Support Analysis Manager position at Mayaguez, PR

This Lockheed Martin Enterprise Business Services (EBS) position is seeking a manager responsible for the Operations of the Puerto Rico branch of the Lockheed Martin Service Desk. It is a matrixed position managing the day-to-day operations in Puerto Rico, and the duties required as a Skills Manager. This position involves the management of all aspects of the Puerto Rico operations including local government relations, facilities and providing leadership for 60+ employee analysts (Two Supervisor managers and 15+ direct employees).

WORK LOCATION FOR THIS POSITION IS LOCKHEED MARTIN SITE IN MAYAGUEZ, PUERTO RICO.

Bilingual Spanish/English fluency in performing job duties is expected.

- Required skills** include,
- Prior leadership experience with an Information Technology Service Desk (Helpdesk)
 - Skill Center management experience including Hiring, Performance management, discipline/improvement actions, coaching, learning plans, hiring strategy, vendor relations etc.
 - Experience and expertise in Remedy, Avaya, Verint and other Service Desk tools.
 - Excellent working knowledge of Microsoft office tools illustrated through previous work experience
 - Experience with facility management and sub-contract/vendor management
 - Experience with Disaster/Recovery planning and execution
 - Bi-lingual - Spanish and English fluency
 - Must have ability to obtain a security clearance

- Desired skills**
- ITIL Foundations Knowledge
 - Avaya Call Center technology
 - Impact 360 scheduling tool
 - Demonstrated sensitivity to embracing cultural differences.
 - Virtual Team Management
 - Strategic Planning Exposure
 - Remedy 7.0 Experience.
 - HDI Support Center Manager or higher Certification

Typical Minimums Appropriate degree from an accredited college or equivalent experience/combined education, with professional experience and specialized training commensurate with assignment.

To apply online <http://bit.ly/ServiceDeskMgrMayaguezPR>

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