



Why MicroAge

Trusted business partner and market leader that enables Client success through the adoption of information technology. MicroAge provides organizations with managed IT services and business technologies, supported by a team of skilled professionals who strive to anticipate the evolving needs of our Clients. We take pride in the premium quality, personalized services we deliver, and have earned the privilege to be considered the partner of choice for many of Canada's Fortune 1000 companies, small and medium businesses, public sector organizations and educational institutions.

Our team is comprised of talented and passionate professionals that are encouraged to think outside the box. The MicroAge environment is dynamic, where team members are appreciated for their involvement and rewarded for their contribution. Our commitment to continuous improvement is supported by career development initiatives that include on-going skills training and coaching. We help bring out the best in you.

The Position: Incident Manager













-  Location: Laval (QC)
-  This position is permanent, full-time

Reporting to the Managed Services Delivery Manager, the Incident Manager is recognized for having advanced technical expertise, in-depth understanding of desktop and mobile systems, and possesses exceptional client management skills. The Incident Manager assists the MicroAge clients to enhance the functionality of their equipment and enrich their computing experience. He / She ensures that the Service Desk Analysts are properly delivering an exceptional customer experience.

Daily tasks could include remote monitoring and remediation, telephone support, deployment services, inventory control, coordination of onsite technical interventions and ensuring that SLA's and customer satisfaction are achieved.

Responsibilities:

The Incident Manager is the escalation point for the Service Desk Analysts. To ensure that the team is performing at optimal capacity, he/she is directly responsible for the following:

-  Developing, managing and training a technical team that is knowledgeable, dynamic, autonomous, efficient and professional and will yield the highest standards of customer satisfaction;
-  Monitoring and managing the service interventions and ensuring that the SLA's are being achieved;
-  Making the necessary process changes to ensure that the team is working effectively and efficiently;
-  Providing first-response to service incidents (end-user computing, printing and connectivity) requiring telephone support or remote remediation;
-  Performing intermediate-to-advanced technical interventions, root cause analysis and providing escalation services for all workstation and print devices including network connectivity (Level-1 and 2 incidents);
-  Performing configuration, imaging and staging services on laptop and desktop computers;
-  Managing service incidents requiring escalation and / or on-site intervention;
-  Entering updates directly into the MicroAge Ticketing System (start/end times, work performed details) immediately after completing each intervention;
-  Interfacing effectively with the client during service interventions and maintaining the highest degree of customer satisfaction;
-  Thoroughly understand the MicroAge Service Portfolio, and maintain an in-depth understanding of client operations in order to deliver exceptional maintenance and support services;
-  Staying abreast of new technologies, participating in MicroAge sponsored training initiatives, maintaining personal certification requirements, and obtaining manufacturer certifications relating to the work environment as required by Management;
-  Adhering to the procedures and escalation processes as defined by Management.



The ideal candidate must:

- Have obtained a College diploma or equivalency, professional designation;
- Possess ten (10) years or more of successful delivery experience;
- Possess five (5) years or more of successful service management experience;
- Be punctual, analytical, proactive and possess excellent communication skills and business acumen;
- Be fully bilingual, written and spoken (French & English);
- Operational proficiency in IT-related technologies with an aptitude for cross-selling and/or up-selling products and services;
- Possess intermediate-to-advanced computer skills and knowledge of standard office applications (Word, Excel, PowerPoint, Email);
- Organized, self-disciplined, motivated and ambitious to succeed.
- Maintain business like appearance and conduct and develop the ability to interface with various parties: client, internal personnel or external contracted resources.
- Technical proficiencies outlined below must be accompanied by five or more (5+) years of related experience:
 - ✓ Intermediate knowledge and experience in diagnostics and troubleshooting of hardware: PC laptops, printers, servers and mobile devices;
 - ✓ Intermediate knowledge and experience in administering and troubleshooting of PC and print environments including network connectivity;
 - ✓ Intermediate knowledge and experience in the implementation and support of Microsoft Windows Server, Active Directory and Exchange environments;
 - ✓ Intermediate knowledge and experience in the implementation and support of SMB internetworking infrastructure: LAN, WAN and wireless appliances;
 - ✓ Intermediate knowledge and experience in the implementation and support of data backup and replication;
 - ✓ Intermediate knowledge of Cloud Computing concepts and vendor technologies available to MicroAge.

Working Conditions:

- Standard hours of operation for the MicroAge Service Desk are from 7:00am to 11:00pm from Monday to Friday, excluding statutory holidays in the Province of Quebec. MicroAge also provides support services on Saturday and Sunday from 8:00am to 8:00pm. A rotation schedule is established with all members of the team to ensure that service levels are maintained throughout this period.
- A standard work week is 37.5 hours, however all technical resources are required to be available for overtime work, in order to meet satisfactory level of service delivery.
- Maintain the security of assets and Confidential Information of both MicroAge and the client

We offer:

- Competitive remuneration;
- Comprehensive employee benefits package;
- Training, coaching and mentoring within a stimulating work environment;
- Career development with the possibility for advancement within the Company.

Are you interested in becoming a business technology advocate? Would you like to help businesses perform better through the adoption of business technologies? We will be selecting only the best candidates that want to **have fun, learn and be part of our winning team**. If interested, please send your resumé to: cv@nwd-microage.com.

