



Service Delivery Specialist Job Description

Manages/operates our national Network Operations Center (NOC) activities, and coordinates service delivery and maintenance activities for routine and emergency activities. All work activities conducted in accordance with policies, processes and procedures that meet defined compliance standards for IT services delivery and data center operations.

Reports to the Director of Service Delivery/Senior Service Delivery Manager. Together, they collaborate and develop the best-in-class service delivery organization in the data center colocation business. The result is a superior reputation for customer service and customer focus, a hallmark of EdgeMicro's culture.

Specific responsibilities may include but are not limited to:

- Coordinates with outsourced NOC and all contracted maintenance and remote hands organizations.
- Assists customers with onboarding, training, answering questions, and supporting customer requirements.
- Coordinates Micro Data Center visitors by arranging electronic or physical escorts to authorized work locations while adhering and enforcing established company security standards and procedures.
- Establishes and resolves work tickets/cases timely and professionally.
- Coordinates/implements change management processes
- Coordinates/schedules physical and telecommunications plant maintenance events
- Serves as first point of escalation for Micro Data Center issues and problems.
- Uses BMS/DCIM platform to monitor physical security, surveillance, and environmental status and power consumption. Escalates platform issues to BMS/DCIM partner.
- Captures time on work tickets related to customer services delivery for installations, adds/moves/changes, and other remote hands activities.
- Prepares customer monthly recurring compliance reports and invoices timely and accurately.
- Maintain accurate inventory of work tools, test equipment, and devices for each MDC and warehouse stock



Qualifications

- 5-10 years in data center NOC/operations or IT services delivery environment
- Highly reliable and responsible individual with a sense of purpose and urgency
- Honest, high integrity individual
- “Gets things done” mentality
- Self-starting/self-policing
- Customers are #1 attitude
- Likes to work in a team environment with Team First
- Ability to juggle many tasks and activities concurrently
- College Degree Preferred
- M365 and similar
- BMS systems experience
- Can lift 50+ Lbs.
- Ability to travel up to 25%

TO APPLY FOR THIS POSITION SEND RESUME AND COVER LETTER TO: [hiring@edgemicro.com](mailto: hiring@edgemicro.com)