

POSITION: Service Desk Manager

DEPARTMENT: IT

LOCATION: Miami

Company Description:

Associated Energy Group, LLC (AEG Fuels) is a global aviation fuels and services supply chain management company. The company's core business is the marketing and financing of fuel supply and logistics solutions for the world's largest airlines, militaries, and corporate operators.

AEG Fuels serves its clients through a network of longstanding relationships with subcontracted parties around the world. Customers are afforded the benefits of negotiated fuel and throughput pricing based on AEG Fuel's aggregate volume within a network of over 2,700 airports as well as the company's specialized expertise in delivering products safely and on-time.

AEG Fuels is dedicated to providing comprehensive support and unparalleled 24/7 service around the world. 17 different nationalities are represented on AEG's team and with offices in Miami, Houston, Tahoe, London, Dubai, and Singapore the company combines a global presence with a local touch.

AEG Core Values:

- Excellence & Teamwork
- Entrepreneurship & Innovation
- Respect & Trust
- Always Do What's Right

Job Summary & Scope:

The Service Desk Manager will build, manage, and direct the Service Desk team supporting primarily internal staff. The Service Desk Manager is familiar with ITIL Service Management concepts and practices. As a hands-on technical management position, it requires a high level of technical competency as well as team management skills and a customer service mindset.

Responsibilities:

- Responsible for building out a Service Desk team including hiring, training, mentoring, and managing a small group of technicians
- Select, implement, and manage a Service Desk ticketing/CMDB, build and maintain knowledge base articles and reports
- Oversee daily operations of the IT Service Desk to ensure proper staffing, training, and communication are in-place.
- Manage Service Desk queue, ticket assignment, and act as the primary point of contact for Service Desk support issues and escalations
- Ensure excellent overall customer support experience within the organization

- Assist in overseeing infrastructure, network, cloud environments, new implementations, desktop support for local and remote employees
- As a subject matter expert will assist in resolving more complex issues
- Document and develop IT processes, procedures, and practices

Required Skills and Experience:

- Bachelor's degree or equivalent work experience in a computer or IT-related field
- 3+ years of Service Desk management in an enterprise environment
- Excellent understanding and experience with ITIL service management framework
- Proficient with IT service management tools
- Microsoft OS - servers, desktops and laptops
- Understanding of TCP/IP, DNS, DHCP, LAN, WAN, Wi-Fi, and other common networking concepts and practices
- Experience implementing continuous improvement processes
- Vendor Management

Preferred Skills and Abilities:

- VMWare vSphere
- MS SQL Databases
- SonicWall Firewalls
- PowerShell
- Active Directory Users and Computers
- Azure AD
- Office 365 including email and MS Office applications
- Software, networking, security
- Linux
- Azure, AWS, Google Cloud
- Project management
- Relationship management

Desirable Certificates

ITIL Foundation / Service Management, A+, Net+, Security+, MCITP

Please contact hr@aegfuels.com with attached resume in Word or PDF format. If you wish to enclose a cover letter, please include it in the body of your email.