

Technical Operations Coordinator

(The position is located in Montreal, Canada)

Position Summary:

Reporting to the Director, Solutions Architecture, Information Technology, the Technical Operations Coordinator is responsible for a variety of tasks that ensure the smooth daily operations of the technical systems that support BOX's trading and surveillance systems. The incumbent will ensure that established operational policies and procedures are followed and that the operations team is aligned with client SLA goals.

Position Duties:

- Oversee the successful application and improvement of BOX's ITIL policies (Change, Incident, Problem, etc.)
- Track and follow up on incoming requests to ensure that they are handled in a timely fashion
- Interact with clients, vendors, and operations staff
- Automate the gathering of statistics
- Perform analysis and create reports regarding tickets and SLA goals
- Provide project management support for technical deployments
- Participate in IT audits

Education and Experience:

- 2+ years of experience in an IT operations environment
- Experience in a regulated IT environment
- Knowledge and experience working with ITIL
- Good knowledge of Microsoft Office tools
- Project management experience
- Good organizational skills

Communication Skills:

- Excellent verbal and written communication skills in English is mandatory
- Verbal communication skill in French is an asset
- Ability to explain technical concepts to non-technical stakeholders