

Infra Operations Manager/Support Lead

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Company: Pyramid Global Technologies

Location: Australia

Category: other-general

About the job Infra Operations Manager/Support Lead

Job Description:

- Build, Manage and support the existing Core Infrastructure, Data Centre Facility & Operations (24/7 support) for one of largest Australian Telecom Service provider
- Drives customer relationship management and communicates as key business interface for the customer
- Ensures the success of customer objectives, managing the planning and execution of contractual obligations, and coordinating the interaction of internal, partner and customer resources toward the completion of key service mile stones
- Escalation Management – Ownership, facilitation, action plan definition, coordination and driving the escalation to closure
- Manage Governance deliverables – Plans fortnightly Operational Service Performance review (OSR), create the service improvement plan, operability index, go green initiatives
- End-to-End ownership of service delivery including Service transition and transformation, migration and operations
- SLA/KPI management - Ensure KPIs/SLAs and service delivery milestones are met.

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