

Come put your military training and experience to good use. Alliant Technologies is a leading Network Infrastructure and Cloud based Managed Services Company in the metropolitan New York/New Jersey area. In our new state of the art Network Operations Center, we offer our employees the opportunity to work with a revolutionary suite of services that make infrastructure technology simple & easy to consume for our clients. We have built and are continually improving our automated ITSM platform, which provides our customers with a self-service platform that gives them unprecedented levels of control choices and co-management. Our services are primarily cloud based, and include proactive configuration management, network monitoring and reporting, cloud based backup, repair, and Tier 1, 2 and 3 support for network, datacenter and UC services. Alliant is dedicated to developing long-term strategic technical business solutions for mid- sized & enterprise companies.

We currently have openings for Service Delivery Managers. We are looking for disciplined, process oriented individuals who can develop and follow complex documented processes and procedures. A strong team player attitude is required. This is a fast-paced, challenging technical position where no two days are alike. You must have at least three year's technical experience managing or assisting with IT projects including Cisco networking, Cisco VoIP, Microsoft Active Directory, Microsoft Exchange, VMware and network storage solutions. You will be responsible for gathering data related to new customer environments as they are onboarded into our network management systems. This includes using automated tools to gather device serial numbers, operating system versions, etc. You will be responsible for gathering information related to customer contacts, client escalation procedures, client locations, addresses and phone numbers, etc. You will be responsible for working with clients after onboarding as problems and issues arise. You may be assigned to multiple clients at one time.

We offer a very attractive compensation and benefits package, including medical, dental, disability and life insurance, flexible spending and a 401(k) plan. We are an EEO employer. We are not a recruiter or contract placement firm.

Requirements

- At least three year's technical project management experience managing or assisting with projects such as the implementation of Cisco networks, Cisco VoIP installations, Microsoft servers, Active Directory, Exchange, VMWare and/or Cisco.
- Experience creating project plans using MS Project, performing cost analyses, ROI analyses, etc.
- Experience in a leadership or senior supervisory role.
- Recent technical certifications such as CCNA, CCNP or MCTIP highly valued.
- Strong written and verbal communication skills.
- College degree preferred.
- Superior time management skills working in a fast-paced environment.
- Ability to work well independently under pressure.
- A bright, energetic & positive outlook.
- A great sense of humor.
- Excellent discipline with good organization & planning skills.
- Someone who wants to be a member of a team made up of talented, passionate engineers, and who enjoys helping build upon each others' success

Salary range: \$85k to \$95K