

IoT Services Operations Center Manager



Listing details

Location

Country:	United Arab Emirates
State/Region/Province:	Dubai
Address:	Dubai - United Arab Emirates
Posted:	6 years ago
Reference Number:	RF115923

Additional information

Experience:	More than 9 Years
Education:	University Degree

Common

Job Title:	IoT Services Operations Center Manager
Job Type:	Full Time
Vacancy Details URL:	https://www.naukrigulf.com/iot-services-operations-center-manager-jobs-in-dubai-united-arab-emirates-in-vision-valley-9-to-14-years-jid-070218500714

Job Description:

Essential Job Functions:

- Manage the day to day operational activities for a team of IoT Engineers
- Monitor the SLA for Incidents and follow up with staff on status and remove obstacles that may be preventing prompt resolution of incidents
- Facilitate and Coordinate conversations and efforts involving diverse teams: system administration, database administration, networking
- Responsible for all hardware and software batches
- Acquire understanding and create documentation for complex technical environments
- Maintain and improve customer satisfaction ratings
- Ensure best practices for support and problem management are adopted and practiced
- Identify opportunities for process improvement to address operational inefficiencies through the use of

metrics and reporting

- Lead operational staff to meet defined SLAs etc.....

