



Princess Juliana  
International Airport

# We are hiring

## Join our team!

### IT Service Delivery and Administration Specialist

Princess Juliana International Airport (PJIAE N.V) is recruiting an **IT Service Delivery and Administration Specialist**. At PJIAE, we are committed to providing the highest levels of IT service and support to ensure the smooth operation of our airport. The successful candidate will be responsible for managing the service desk, end-user support, vendor relationships, and the financial and administrative functions of our IT department.

#### RESPONSIBILITIES

- Provide 24/7 IT support, ensuring uninterrupted service desk operations.
- Implement efficient processes for timely issue resolution and service request management.
- Develop and monitor SLAs to optimize service delivery and customer satisfaction. Utilize metrics to monitor and enhance IT service performance.
- Develop and implement a comprehensive backup strategy for data and system configurations. Regularly maintain and test backup systems for operational readiness.
- Manage disaster recovery processes and maintain documentation.
- Cultivate strong relationships with vendors and oversee contractual compliance. Negotiate contracts and manage procurement processes for IT services and products.
- Develop, monitor, and manage IT budgets in alignment with financial goals. Oversee asset management and provide financial reporting to senior management.
- Monitor service quality and drive continuous improvement initiatives. Gather customer feedback to enhance service delivery strategies.
- Develop and maintain a comprehensive knowledge base for end-users and support staff. Ensure knowledge resources are accessible and utilized effectively through training initiatives.
- Establish and maintain IT service delivery standards and compliance with industry regulations.
- Foster a collaborative and communicative work environment.

#### REQUIREMENTS

- Bachelor's degree in Information Technology, Computer Science, Business Administration, or related field. A Master's degree is advantageous.
- 7-10 years of experience in IT service management, with a focus on service delivery and vendor management.
- Proven track record in leading IT service desk operations and managing IT financials.
- In-depth knowledge of IT service management frameworks and best practices. Proficiency in IT service management tools and software.
- Strong leadership, communication, and problem-solving skills.
- Customer service orientation and experience in vendor management.
- Commitment to continuous improvement and risk management

Join PJIAE and play a crucial role in delivering exceptional IT services and support, contributing to the efficiency and success of our airport operations. To apply, please submit your resume and cover letter highlighting your relevant experience and qualifications. We look forward to welcoming you to our team!

#### WE OFFER

We offer competitive compensation and benefits packages, as well as opportunities for professional growth and development.

#### HOW TO APPLY?

Interested persons can email their resume and motivation letter to [career@sxmairport.com](mailto:career@sxmairport.com).

Please include "IT Service Delivery and Administration Specialist" in the subject line. Application deadline **February 26, 2023**.

"Nurturing Ambition, Unleashing Potential: SXM Airport - Where Local Talent Thrives!"



[www.SXMairport.com](http://www.SXMairport.com)

