



Data Protection Technician Panama City Beach, FL

Strategic Business Systems, Inc. (SBS) is hiring Data Protection Technician “Trainees” for our Panama City Beach, FL Managed Services Operations Center (MSOC). SBS is a National Information Technology Services company that provides infrastructure design, integration, and operation services.

Candidate Profile

Excellent verbal and written communication skills

Results-oriented self-starter with a positive outlook and a clear focus on team success

Ability to prioritize and balance multiple tasks

Proficient using Microsoft Outlook, Excel, Word and PowerPoint.

Must be willing to work 12-hour shifts, either day shift or night shift [2-2-3-2-2-3 (14 day) schedule]

Military service a plus

Job Description

- Monitor ongoing data protection of customer environments
- Work to ensure the highest level of customer service meeting all SLAs
- Respond to and complete customer restores and other requests expediently
- Troubleshoot errors, open and track support cases
- Understand all escalation procedures
- Escalate issues/errors when appropriate
- Assist in ensuring all “Run Book” and other documentation is kept up to date for each customer
- Create Knowledge Base (KB) articles or stubs as necessary for all errors encountered
- Participate in weekly and monthly “Governance” or “Team” calls as required
- Participate actively in team training sessions
- Ensure checklists are accurately completed and a shift turn-over briefing is delivered
- Provide thought leadership regarding process improvement
- Review automated reports to ensure data validity
- Complete all reporting as assigned
- Collaborate with FUSION Team to ensure Security Compliance is continuously maintained
- Engage and assist customers to reach decisive & consistently satisfactory outcomes via phone, email, and remote session
- Follow up with team on any open customer action items
- Provide training and / or mentoring of less experienced team members
- Build and maintain relationships with customers
- Maintain professional communications at all times

Trainees’ are offered a generous benefits package including medical, dental and vision benefits, Paid Time Off (PTO), a retirement plan, mentorship and career path development, as well as team building events.

To Apply visit our website at: <http://sbsplanet.com/careers/> or send your resume to: Sarah.Owens@sbsplanet.com.



**Project Coordinator
Panama City Beach, FL**

Strategic Business Systems (SBS) is hiring Project Coordinators as part of a high quality, centralized project delivery team in Panama City Beach, FL to support storage implementation and IT infrastructure engagements of varying scope and duration. SBS is a National Information Technology Services company that provides infrastructure design, integration, and operation services.

Requirements:

- Some Project Management experience with successful outcomes
- Very detail-oriented
- Strong follow-up skills
- Management of administrative tasks that support delivery intake and execution
- Project management for components of larger engagements
- Project coordination of transactional consulting delivery
- Ad-hoc business reporting
- Excellent written and verbal communication skills

About SBS:

Strategic Business Systems, Inc. (SBS) is a National Information Technology Services company headquartered in the Washington D.C. Metro area. SBS provides IT infrastructure design, integration, and operation services. Our expertise encompasses the full spectrum of infrastructure technologies, including the latest network, server, data storage, disaster recovery, security and Internet technologies.

If interested in learning more about this opportunity, please send your resume to jrock@sbsplanet.com or sowens@sbsplanet.com.



Project Manager
Panama City Beach, FL

Strategic Business Systems (SBS) is hiring Project Managers as part of a high quality, centralized project delivery team in Panama City Beach, FL to lead storage implementation and IT infrastructure engagements of varying scope and duration. SBS is a National Information Technology Services company that provides infrastructure design, integration, and operation services.

Requirements:

- Demonstrable, large enterprise project leadership experience
- Oversight of end-to-end project lifecycle
- Stakeholder reporting of project activities
- Internal NetApp and customer presentation
- Fundamental business and financial measurement/reporting related to project delivery activity
- PMP is highly desired
- Excellent written and verbal communication skills

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