



## **Flexiti Financial**

Flexiti has reimagined point-of-sale (POS) consumer financing to drive sales for retailers in-store and online, becoming one of Canada's leading private label credit card issuers. Through our award-winning platform, we deliver a POS financing experience across any device that is customer-centric, simple and intuitive. Without the need to integrate into existing POS systems, retail partners can easily offer the same fast and paperless financing solution across all retail locations and sales channels to increase revenue and build loyalty through repeat purchases. With high approval rates, innovative products and services, flexible promotional offers and a partnership-first approach, Flexiti is helping people improve their lives through better financing. For more information, visit [www.flexiti.com](http://www.flexiti.com).

## **Incident, Problem and Change Manager**

Flexiti Financial is looking for an Incident, Problem and Change Manager to join its IT team. Supporting the Director and Principle of Site Reliability Engineers, you will manage internal and external relationships with a focus on influencing the adoption of best practices, documenting and sharing knowledge, and aligning technology processes to benefit the way the business operates. You will be recognized as a leader as you work across the technology organization to ensure the operations of existing ITSM processes (Incident Change, and Problem Management).

## **Responsibilities**

- Run and maintain ITSM process documents and controls.
- Establish, manage and enforce CAB and CRAB process.
- Establish a proper change management process to protect all production systems against unauthorized changes.
- Define configuration and data requirements for the Service Management platform.
- Lead successful execution and adherence to processes and process documents.
- Deliver vital reporting and facilitate various analyses and decision making concerning ongoing technology portfolio management.
- Define process management and work for in-house and offshore teams.
- Provide aggregate process reporting and metrics to executive audiences for process performance, trends, and areas of required focus in support of improving business service levels/outcomes.
- Work with business owners to define the incident management program including establishing severity levels and the service levels associated with them with the goal of achieving the highest level of system uptime.
- Tracks incidents to ensure root cause is identified, mitigation plans are in place and summaries provided to business partners.
- Acts as escalation point for systemic customer satisfaction issues in Channels Technology groups
- Implements standards for technical documentation, incident and problem management, and management reporting
- Responsible for ensuring continuity, availability, and service restoration



## **Qualifications**

- 5+ years of experience in the Incident Management Space or in an IT Operations role
- Firm understanding of ITIL™ Fundamentals; certifications aren't a requirement (but are a definite asset)
- A strong desire to see our customers and partners happy with our communications and services
- Good communication skills: We communicate A LOT so being able to be clear and concise with a measure of tact is a must

## **What We Offer**

Below are just a few reasons why people love working here:

- An opportunity to be a part of an award winning and fast growing company
- An innovative culture that promotes autonomy and flexibility
- A dynamic team and working environment that provides ongoing support
- Frequent company wide social events and a fully stocked kitchen
- Competitive compensation package commensurate to experience