



<https://excelnearshore.com/job/jira-service-management-architect/>

Jira Service Management (JSM) Architect

Description

Excel Nearshore is seeking an experienced **Jira Service Management (JSM) Architect** to lead the end-to-end JSM transformation for a global manufacturer. The engagement covers a several-wave, 36-week migration from ManageEngine, migration of 100,000+ historical tickets, and ITSM process improvement targeting measurable reductions in ticket volume and Mean Time to Resolution. The JSM Architect is the primary delivery lead between Excel Nearshore and client stakeholders, ensuring on time, on-scope execution while embedding ITIL best practices. This is a fully remote and full-time position from Costa Rica, in payroll with benefits.

Responsibilities

- **Program Delivery & Governance**
 - Own the full project lifecycle across several waves maintaining master plan, RAID log, and wave sign-off ceremonies.
 - Lead weekly status calls, monthly steering reviews, and enforce wave gating criteria before each phase.
- **ITSM Process Assessment & Improvement**
 - Assess ManageEngine gaps — 47.5% unassigned rate, no SLA timers, no mandatory ticket closure — and drive JSM remediation.
 - Implement mandatory intake fields, NLP auto-routing, P1-P4 SLA framework (activated Month 6 per SOW Section 7.1)
 - Drive ITIL / ITSM processes: Incident, Problem, Change (CAB), and Service Request Management.
- **Data Migration & Platform Configuration**
 - Oversee migration of ManageEngine data re-categorized to JSM taxonomy; manage CMDB build (450+ VMs).
 - Coordinate Day 1 integrations: Microsoft Entra SSPR, JML automation, SolarWinds → JSM AIOps pipeline.
- **Stakeholder & Vendor Management**
 - Primary liaison between Excel Nearshore delivery teams and Natus IT leadership across NA, EMEA, and APAC.

Qualifications

- 5+ years JSM administration, engineering and configuration; 2+ years leading ITSM platform migrations at enterprise scale.
- Demonstrated experience managing Jira Service Management (JSM) or comparable ITSM platforms.
- Familiarity with Oracle EBS, Salesforce FSL, and regulated industry environments (SOX, FDA) a strong plus.
- Experience managing global, multi-time zone delivery teams and large-scale ticket data migrations (50K+ records).

Contacts

Aarón Acuña Cordero | Human Talent Director

Hiring organization

Excel Nearshore

Employment Type

Full-time, Temporary

Beginning of employment

ASAP

Duration of employment

Indefinite

Industry

MedTech

Job Location

Costa Rica

Remote work from: Costa Rica

Date posted

May 8, 2026

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