



We are looking for an experienced Technical Support/Services Manager to join our team. You will be responsible for leading our technical support team in partnership with the Service Delivery Manager to ensure an excellent level of technical support and customer service is delivered across our customer base.

This is mid to senior manager level post reporting directly to the Group Technical Director, you will be the point of technical escalation for the service/support department and will ensure a high quality of service is provided focusing on meeting SLA's, KPI's and ultimately ensuring increased client satisfaction and user experience.

The ideal candidate will have a broad range of IT knowledge, be willing to take on technical issues, be results driven and have an extensive background in a Services/Support Desk Management position, with a proven track record of leading staff to consistently meet and exceed the required levels of service.

Job Description

- Develop, implement and manage an effective ITIL-based service delivery operation, supporting a wide range of IT systems, technologies and services.
- Responsible for day-to-day technical support and services
- Design, develop and implement a broad range of operational support services covering service desk, application maintenance & support, desktop, server (data centre, networks)
- Ensure a robust incident & problem management, disaster recovery process is in place and managed for all customers
- Implement an ITIL based approach to service provision and management
- Deliver against department SLA's and KPI's
- Build close relationships with the key business stakeholders and clients
- Openly share technical performance information and improvement action plans.
- Publish regular performance reports which effectively measure the important elements of the services provided.
- Develop key metrics which will define 'great service'
- Identify and achieve improvements in service performance.
- Develop a culture of customer service and continuous improvement.
- Build close partnerships with our critical technology and service partners to enhance the relationship and quality of service.
- Maintain up to date knowledge on industry trends, standards and opportunities.
- As a key member of the service delivery leadership team, help shape the support departments strategies and objectives

Essentials Skills / Experience

- Educated to a degree level or equivalent
- Significant background of IT service delivery or systems projects delivery
- Hands on expertise across a broad range of ICT technologies (clients, applications, networks, infrastructure)
- Experienced in influencing across the business management team and 3rd party suppliers
- Background of managing internal resources and external suppliers to provide quality services
- Structured approach to change, continuous improvement and problem resolution.
- Demonstrates creativity in identifying opportunities and finding solutions

To apply, please forward you CV or application to vacancies@microtech-group.co.uk

