

# IT Service Delivery Manager – Eurodata Systems plc

Location:	Islington, North London (N1)
Salary:	£35,000 - £45,000 (depending on experience)
Company:	Eurodata Systems plc
Job Type:	Permanent

Join this dynamic, award winning IT Service provider specialising in mid-market and enterprise organisations in this additional role supporting our Head of Managed Services providing Customer Service Management and Service Support to some of our key Managed Services customers. It offers a real opportunity for an ambitious person to progress their career in an IT Service Company.

## Role Summary

- Owning and managing the service for a key set of Eurodata outsourcing customers
- Acting as the single point of service ownership for any service that Eurodata deliver to named customers
- Main interface to named customers for all service delivery activities
- Possible line management of some on-site staff
- Matrix Management of other support staff working on named accounts
- Service Measurements and Reporting
- Ad-hoc client meetings for pre-sales or project support

## Role Tasks

- Service Support for the Service Desk, Technology Management Centre and Consultancy
- Management of Support Services being delivered to named customers
- Management of any staff allocated to these accounts
- Delivery of monthly service reports to named customers
- Monitoring service performance and ensuring delivery to SLA
- Ensure procedures, processes and working practices are developed, agreed, implemented and followed
- Effectively manage all problems/escalation's to resolution
- Manage the Continuous Service Improvement Programme (CSIP)
- Forecast future needs - manpower planning
- Co-ordination of any relevant Professional Service projects

## **Applicant Experience**

You will possess at least 5 years within the IT arena in a variety of technical support and line and/or service managerial positions. Ideally you will have been an IT Service Manager or Team Leader for an organisation with ultimate responsibility for the effective delivery of the IT service.

## **Skills and Experience**

- Service Management processes
- ITIL Process (at least to Foundation Level)
- Service improvement methodologies
- Service Management reports
- Chairing Meeting Skills
- Presentation Skills
- Documentation and reporting skills
- People Management and Leadership Skills
- Project Management (Prince2 understanding)
- Infrastructure understanding (desktop, server and network)
- Microsoft Infrastructure (server and desktop)

## **Applicant Skills**

The skills needed for this position is a blend of customer service, leadership and technical awareness across most areas of an IT environment. You must be able to think and respond quickly across a range of service tasks and problems rather than just be focused in one silo at a time. You must possess the will and determination to follow all service issues through to resolution and offer customer satisfaction to our customer accounts.

You must be personable and enthusiastic and have a will to get the job done ensuring both customer and Eurodata satisfaction. Be prepared to own issues through to completion; be resourceful and keen to exhaust all avenues known before escalating to the management team; be keen to take pride in your team's excellent work under your experienced and positive leadership.

For the right person, this role can open up a range of opportunities and offers a huge amount of development across a vast range of different scenarios.

Please include a covering letter with your CV explaining why you feel you are suited to this position.