

# Service Delivery Team Leader - Top 3 Managed Cloud Computing Company

## Vacancy Title

Service Delivery Team Leader, Nottingham - Top 3 Managed Cloud Computing Company

## iomart

iomart is one of the leading providers of cloud computing and managed hosting. Headquartered in Glasgow, iomart employs over 380 talented staff in offices and datacentres across the UK. Originally founded in 1998, it is listed on the London Stock Exchange and specialises in delivering cloud consultancy, facilitation and digital transformation to ISVs, SMEs, enterprises and the UK public sector.

iomart's employees help enable any size of business and organisations to operate their online data and IT environments safely and securely. Our technical staff are experts in public, private and hybrid cloud solutions - including AWS and Microsoft Azure – as well as data centre and network engineering. iomart owns and operates a network of UK data centres connected by a high capacity private fibre network and backed by 24/7 technical support.

iomart Group plc is delighted to offer this opportunity to join one of the UK's leading managed hosting companies.

## Role Description

The successful candidate will work within the Service Delivery Team at our Nottingham DC to support our wide ranging customer base and will be a direct point of contact for engineers in our support teams as well as our 24x7 NOC engineers. You will have a passion for delivering an exceptional level of service to our customers and be proactive in driving up standards with our teams to ensure they reach and exceed expectations. You are responsible for ensuring an effective, reliable and consistent level of operational support is delivered at all times and from all facilities. You will have line management responsibility for a team of Systems Engineers focused on quality delivery and consistent support levels for all customers.

## What it takes

This role will suit someone who is able to work under minimal supervision, co-ordinate activities using effective prioritisation methods, has good communications skills and the ability to take ownership of decision-making. The Team Leader is a positive role model for the team and drives individuals and team improvements through effective mentoring and leadership, including regular 1 to 1's and appraisals and other HR processes.

## SKILLS/EXPERIENCE:

- Excellent customer service skills and experience
- Relevant technical knowledge and experience
- Excellent verbal and written communication skills
- Must demonstrate a flexible approach to work as well as the ability to prioritise workload
- Good problem solving skills
- Strong Team Leader experience in a technical customer support environment
- Excellent interpersonal skills
- Excellent people manager
- Ability to define processes and procedures that support deliverables and positive outcomes

## **DESIRABLE:**

- ITIL accreditation and / or exposure to ITIL Management processes
- Technical qualifications (Microsoft / VM Ware)
- Management Training
- Exposure to Datacentre / Hosting environments
- Good knowledge of hosting products and services

## **KEY TASKS:**

### **Support**

- Ensuring Support delivers to existing Service Level Agreements and KPIs, 24 x7
- Ensure Queue Management is delivered in accordance with defined Priorities and targets
- Drive home “Yes We Can” attitude
- Manage the staff rota / ensure staff resources are aligned to demands of the service
- Analyse trends to identify where improvements can be made
- Deal with customer / staff escalations through to completion and reporting on the outcome to senior management
- Proactive contribution to and documentation of workflows, processes and procedures
- On-call rotation with other team leaders

### **Staff Development**

- Identify and fill gaps in skillsets
- Develop and maintain training plans
- Proactively lead, manage and develop team to ensure individual and team KPIs are achieved/exceeded
- Conduct regular 121s and team meetings to brief, coach and motivate team
- Carry out formal performance reviews to ensure all staff understand their personal objectives and have a personal development plan in place
- Develop a culture of continuous improvement within your team, identifying processes, systems and strategies to improve revenues, quality and productivity
- Identify and address issues affecting performance at both individual and team level

### **What do we offer in return? ....**

- We'll shout you to lunch once a month
- ½ Day off on your Birthday
- Breakfast on us every day, including a hot roll on Fridays
- Free on-site car parking
- Long service benefits
- Snacks, drinks and fruit all day, everyday
- Pension
- Share save and childcare voucher schemes
- Supported training and access to an online training portal 24/7

### **Hours**

- 24/7 shift pattern and occasional travel to other sites to carry out 121's as all reporting staff may not be local to Nottingham

## **Training & Development**

As you can gather, we have a relaxed and friendly working environment but don't be fooled; you will be working with some of the country's best talent and greatest technical experts. We want our people to thrive, prosper and to leave work every day feeling valued and that they have made a difference. Talented, motivated and creative people lie at the heart of our success so we invest heavily in our people and their professional and personal development through technical certification, our online training portal and our Management and Leadership Development Programme.

We look forward to hearing from you .....