

## **Customer Support Director - 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 Customer Support Director will be responsible for re-designing and executing the technical support strategy and tactics that will transform the iomart customer experience resulting in enhanced customer satisfaction and loyalty. A key focus will be to help drive the business forward through best in class service and customer endorsements thereby encouraging more prospects to become customers, allowing greater impact on our recurring revenue.

As the Customer Support Director of 24x7 UK and Offshore Technical Support Teams, you will have accountability for delighting our customers, ensuring technical service excellence at all customer support touchpoints. You will create a motivational learning environment that attracts top talent, and bring passion, drive, guidance and leadership to your various teams in order to maximise technical and operational expertise.

Another key aspect of this role is service transition and you will have excellent continuous improvement skills to maximise the effectiveness of our people, systems, processes and procedures. You will analyse productivity, service and process times and make strategic decisions regarding resourcing globally to effectively improve productivity and efficiency.

You will be responsible for ensuring that your Senior Customer Service Managers pro-actively manage their teams of UK and Offshore support/datacentre staff to ensure the operational delivery of services 24x7.

You will work closely and collaborate with internal and external key stakeholders, developing opportunities for cross-team effectiveness and removing organisational barriers for strong teamwork, collaboration, and excellent service delivery. This will also include leading and coordinating new company acquisitions into support within timescale and budget.

### **Knowledge, Skills and Experience:**

- Experience in implementing quality guidelines, standards and procedures
- Exceptional communication skills
- Strong interpersonal/relationship management skills with the ability to negotiate and influence others
- Demonstrated financial and contract management skills

- Release management and change control experience
- Disaster recovery and business continuity experience
- Excellent operational delivery skills with a proven record of delivering plans and projects within timescale and budget
- Experience working in ITIL framework for service delivery
- Bachelor's Degree in Computer Science or equivalent experience
- MBA desirable but not essential

### **Primary Duties and Responsibilities**

- Create a vision and strategy for our Global Technical Support Teams that promotes discipline, efficiency and effectiveness while providing world-class support of a fast growing Cloud business
- Develop and achieve Technical Support objectives and goals to support the organisational vision which will incorporate best practices to meet customer, market and company needs
- Lead, manage and direct a team of Technical Support Service Delivery Managers while leading the development of the commercial vision and strategy
- Develop opportunities for cross-team effectiveness and remove organisational barriers for strong teamwork, collaboration, and excellent service delivery
- Ensure targeted service, churn and performance standards are exceeded
- Execute tactical plans and initiatives that exceed customer expectations via phone, email and helpdesk resulting in increased customer satisfaction and sales, lower attrition and higher productivity
- Execute additional projects with other Group companies, succession planning, recruitment and training practices, best coaching practices, and cross-functional corporate initiatives
- Attend monthly executive meetings providing business updates inclusive of P&L reviews, KPI trends and staffing requirements

### **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
- Snacks, drinks and fruit all day every day
- Free on-site parking
- Long service benefits
- Share save and childcare voucher schemes
- Supported training and access to an online training portal 24/7

### **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 .....