Technical Operations 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

As the Technical Operations Director you will oversee all of iomart's technical systems and resources, establishing and leading the company's technological vision and development. This will include responsibility for maintaining and maximising the company's business critical systems, networks and infrastructure to ensure 100% uptime.   You will be responsible for enabling the improvement (technically), progression and unity of a growing team of technical experts within a fast paced/fast moving cloud computing environment.

The majority of this role will be the strategic leadership and process management of a team of Systems, Networks, Infrastructure and Deployments professionals (Architecture, Storage, Security, Networks etc. (internal and external) and ensuring that our complex systems architecture is secure, future proof and resilient particularly as we add customers to it frequently.   You will also have responsibility for leading and managing the Group Development and Technical Project Management Teams, ensuring that all customer facing and internal projects are delivered within budget and timescale. This will require you to ensure that our skilled and experienced resources, from any/all of our technical operations teams, are allocated and deployed quickly and appropriately whenever required with the key objective of improving the overall customer experience and levels of customer loyalty.

Knowledge, Skills and Experience:

- 10+ years in IT
- 5+ years managing teams
- 5+ years dealing at Board/ C level
- 3+ years of managing cross functional delivery teams
- Strong infrastructure and network knowledge to implement strategies
- Experience of service and project delivery deadlines
- Release management and change control experience
- Disaster recovery and business continuity experience

Primary Duties and Responsibilities

- Maximise systems and network performance by monitoring, troubleshooting problems and outages, scheduling upgrades and collaborating with Senior Management on systems optimisation
- Conduct research to improve the technological assets of a company
- Oversee IT budgets to ensure there are no unnecessary expenditures
- Develop and direct all networking and security safeguards to reduce the risk of outside breaches and to protect sensitive internal and external client information
- Establish new systems and network environments as required by designing system configuration, directing installation, defining, documenting, and enforcing system standards.
- Develop multi-year network plans and roadmaps
- Proactively liaise and collaborate with key stakeholders internally and externally
- Interface with customers both internally and externally
- Recommend strategic technical purchases
- Drive initiatives designed to improve performance, reliability and stability
- Manage the underlying resources of the Group's systems architecture
- Undertake fault investigations as required, liaising with internal/external teams to resolve issues
- Ensure a 'one team' approach and a culture of 'being easy to do business with' by demonstrating a 'can do' attitude to service
- Management of team members through proactive management
- Ensure network procedures are implemented and followed and that adequate training is provided
- Daily/Weekly/monthly reporting
- Manage all aspects of HR in conjunction with the HR Team
- Manage individual and team performance and regularly evaluate/report on employee results against agreed KPIs using group Appraisal System

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 ………