

## **Customer Support Manager, Glasgow - Top 3 Managed Cloud Computing**

### **iomart**

iomart is one of the leading providers of cloud computing and managed hosting. Headquartered in Glasgow, iomart employs over 350 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 Customer Support Manager, you will be responsible for pro-actively managing a team of support staff to ensure the operational delivery of services 24x7 across multiple locations. You will work closely with key business stakeholders externally and within the iomart Group to promote and ensure optimal delivery of services, in line with established SLA and KPI.

### **Service Provision/Team Management**

- Ensure SLAs are being met and enhanced
- Ensure customer service and support are delivered to a high standard, liaising with internal/external customers as required
- Liaising with technical teams to raise customer system issues and take ownership with technical manager to resolve issues
- Evaluate, develop and implement internal/external customer and staff processes in order to improve efficiency, effectiveness and flexibility
- Daily/Weekly/monthly reporting to assess progress and benchmark service
- Provide a work environment that engenders positive energy, creativity and teamwork among employees
- Ensure a culture of 'easy to do business with' and a can do attitude to service
- Ensuring quality control processes are in place, including personal activity, to benchmark support and improve performance provided by Teams
- Management of all team members through proactive management (leading by example)
- Regular 121s and team meetings to brief, coach and motivate team
- Communication with customers on all aspects of service outages, general correspondence etc.
- Ensure operational procedures are implemented and followed and that adequate training is provided
- 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
- Ensure all staff are properly trained for any duties they need to undertake

### **Operations/Processing Management**

- Ensure support services are run to budget and maintained within budget
- Provide support to the Senior Service Delivery Manager by ensuring that all Datacentre tasks are undertaken in accordance with defined parameters and objectives.
- Analysis of reports to improve service/support for customers and productivity for company
- Develop, roll out and manage all processes to ensure well managed technical services for customers
- Constantly reviewing processes, procedures and systems looking for ways to improve customer experience and reduce the need for customer contacts to iomart
- Implement systems and IT controls to measure performance and manage risk
- Assist as required with acquisition of new customers, supporting the Sales/Pre-Sales/Solutions Teams providing commercial/solutions input as necessary

### **What it takes**

- Experience of managing customer support operations within a large corporate environment
- Extremely customer focused
- First class management skills
- Excellent operational delivery skills
- Good analytical skills
- Ability to prioritise workload
- Excellent written and verbal communication skills
- A team builder

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

- We'll shout you to lunch once a month
- ½ day off on your Birthday
- Breakfast off on us every day including a hot roll on Fridays
- Free on-site parking
- Long service benefits
- Snacks, drinks and fruit all day every day
- Sharesave and childcare voucher schemes
- A team builder
- 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.