

Head of Engineering - 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 Head of Engineering, you will oversee all of iomart's technical systems and resources. This will include responsibility for maintaining and maximising the company's business critical systems, networks and infrastructure to ensure 100% uptime. You will be capable of enabling the improvement (technically), progression and unity of a growing team of technical experts within a fast paced/fast moving cloud computing environment.

A key part of this role is to drive the business forward through best in class service and customer endorsements.

You will also have responsibility for leading and managing the Technical Project Management Teams to ensure that all customer facing and internal projects are delivered within budget and timescale.

Another key aspect of this role is service transition for which you will require excellent continuous improvement skills to maximize the effectiveness of our people, systems, processes and procedures.

This job description is still evolving as this is a new position and so there is an opportunity for you to shape the role based on your own understanding and expertise around what is required to help us achieve our objectives.

Primary Duties and Responsibilities

- Create a vision and strategy for our Engineering Teams that promotes discipline, efficiency and effectiveness while providing world-class support of a fast growing Cloud business
- Maximise systems and network performance by monitoring, troubleshooting problems and outages, scheduling upgrades and collaborating with the Executive on systems optimisation
- Develop and achieve technical 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 Managers while leading the development of the commercial vision and strategy
- Ensure our Datacentre teams are operating in an efficient manner
- 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

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.