

## **Service Delivery Team Leader, Glasgow or Midlands - Top 3 Managed Cloud Computing Company**

### **Salary**

£26,000 to £32,000 DOE

### **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**

Based in our Glasgow Head Office or In the Midlands, you will play a key part in the support of our wide ranging customer base and will be a direct point of contact for engineers in our 1st, 2nd and 3rd line teams as well as our 24x7 NOC engineers.

In this role will have a specific remit for Backup as a Service ensuring that the teams are aligned in such a way as to deliver consistently excellent and reliable outcomes for a critical service delivered to our large and diverse customer base.

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, including iomart's numerous UK Data Centres.

You will have line management responsibility for a team of Systems Engineers focused on quality delivery and consistent support levels for all customers.

As a team leader you will deliver effective management of support tickets across the ticket lifecycle, ensuring response and resolution targets are adhered to in respect of existing Service Level Agreements and KPIs.

You will evidence the levels of ownership required to ensure that request fulfilment and incident management are delivered effectively at all times.

You will provide necessary management reporting, delivering insight as to the quality of service provided, distributing the output as required.

As part of the wider service management layer the team Leader must be able to work under minimal supervision, co-ordinate activities using effective prioritization methods, have good communications skills and take ownership for decisions.

The Team Leader is a positive role model for the team and drives individuals and team improvements through effective mentoring, leadership, including regular 121s and appraisals and other HR processes

Hours are based on a Shift pattern covering 24X7 delivery.

## **Skills/Experience**

### ***Essential***

- Excellent customer service skills and experience
- Relevant technical knowledge and experience, particularly of backup technologies including Veeam, Avamar and Asigra
- Experience dealing with offshore (non-UK support teams)
- Excellent verbal and written communication skills
- 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
- 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 Data Centre / Hosting environments.
- Good knowledge of hosting products and services.

## **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

## **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.