

Service Manager, Glasgow - Top 3 Managed Cloud Computing Company

Salary

£34,000 – £40,000 DOE

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 Service Manager, you will be responsible for pro-actively managing a team of support staff, ensuring operational excellence 24x7 and 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.

Key Duties and Responsibilities

Service Provision/Team Management

- Ensuring SLAs are being met and enhanced
- Ensuring 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
- Evaluating, developing and implementing management and operational processes in order to improve efficiency, effectiveness and flexibility
- Providing a work environment that engenders positive energy, creativity and teamwork among employees
- Ensuring operational procedures are implemented and followed and that quality control processes are in place, including personal activity, to benchmark support and improve performance provided by Teams
- Communication with customers on all aspects of service outages, general correspondence etc.

Operations/Processing Management

- Providing support to the Head of Customer Service by ensuring that all operational tasks are aligned to established quality standards
- Provision and analysis of Management Information to enable informed decision support
- Defining and deliver reports that measure and trend the service in respect of KPI/SLA
- Developing, rolling out and managing 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

Knowledge, Skills and Experience Required

Essential

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

Desirable

- Experience within a cloud solutions/hosting environment
- An understanding of the products and services provided by iomart Group

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
- Lunch every month
- Free on-site car parking
- Long service benefits
- Snacks, drinks and fruit all day, everyday
- Pension
- Share save and childcare voucher schemes
- Supported training

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.