Head of Customer Support, Glasgow - Top 3 Managed Cloud Computing Company

Salary
£45,000 – £60,000 per annum 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

The Head of Customer Support will be responsible for the daily running of the group's support services. A key focus will be to help drive the business forward through best in class service and customer endorsements thereby encouraging more prospects to become customers, allowing greater impact on our recurring revenue.

As the Head of Customer Support you will have accountability for delighting our customers, ensuring technical service excellence at all customer support touchpoints. You will create a motivational and learning environment that attracts the best of the best talent, and bring passion, drive, guidance and leadership to your various Teams in order to maximise technical and operational expertise.

You will be responsible for ensuring that your Managers pro-actively manage their teams of UK and Offshore support/datacentre staff to ensure the operational delivery of services 24x7.

You will work with the other managers to implement identified changes and improvements to the running service. This will include enhancements as well as additional workload from new acquisitions.

You will work closely and collaborate with internal and external key stakeholders, developing opportunities for cross-team effectiveness and removing organisational barriers for strong teamwork, collaboration, and excellent service delivery.

Key Duties and Responsibilities

- Develop and achieve Technical Support 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 Customer Technical Support Service Delivery Managers to deliver the commercial vision and strategy

- 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 all communication channels 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
- Provide the business updates inclusive of KPI trends and staffing requirements
- Increase staff retention
- Promote a customer first culture within the support teams

Knowledge, Skills and Experience Required

Essential

- Passionate, collaborative, results-oriented leader with a proven track record of inspiring and building strong performing teams within a technical support environment
- Strategic and visionary about customer service and people development
- Excellent data analysis skills
- Experience of running IT service desks
- Experience of leading remote teams Offshore and within the UK
- Demonstrated technical management knowledge of Infrastructure, Virtualisation, Networks, High-availability design, Cloud solutions and disaster recovery services
- Experience in implementing quality guidelines, standards and procedures
- Exceptional communication skills
- Strong interpersonal/relationship management skills with the ability to negotiate and influence others
- Demonstrated financial and contract management skills
- Bachelor's Degree in Computer Science or equivalent experience, MBA a plus
- Experience working in ITIL framework for service delivery
- Excellent operational delivery skills with a proven record of delivering plans and projects within timescale and budget

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
- Free on-site car parking
- Long service benefits
- Snacks, drinks and fruit all day, everyday
- 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 and our Management and Leadership Development Programme.