

## **Service Delivery Team Leader, Glasgow - 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 400 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.

### **Description of Role**

Based in Glasgow, you will lead a team of accomplished and dedicated IT Support engineers in support of a large and diverse customer base. You will manage your team effectively to ensure it is best equipped to promote and protect the iomart brand.

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.

As a Service Delivery Team Leader you are responsible for management of support tickets throughout 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.

As part of the wider service management layer the team Leader must be able to work under minimal supervision, co-ordinate activities using effective prioritisation methods, have good communication 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.

You will work variable shifts covering between the hours of 07:00 and 20:00 and be willing to work weekends in line with shift patterns (typically 1/5).

### **Skills, Knowledge and Experience**

#### *Essential*

- Excellent customer service skills and experience
- Proven knowledge of working in IT industry
- 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

#### *Desirable*

- ITIL accreditation and / or exposure to ITIL Management processes;
- Technical qualifications (Microsoft / VM Ware);
- Management Training
- Exposure to Datacentre / Hosting environments
- Good knowledge of hosting products and services

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

- Exposure and access to cutting-edge technology as well as the opportunity to work alongside like-minded technical enthusiasts
- Holiday Trading Scheme – buy or sell part of your annual leave allowance
- Travel Loans - unsecured interest free travel loans to assist employees
- ShareSave/SAYE – buy shares in the company at a discounted rate
- ½ Day off on your Birthday
- Long service benefits – additional annual leave and access to private healthcare
- Snacks, drinks and fruit all day every day
- Breakfast on us every day including a hot roll on Fridays
- We'll shout you to lunch once a month
- Supported training

#### **Training & Development**

As you can gather, we have a relaxed and friendly working environment where 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 by encouraging and supporting them to gain and maintain professional and vendor certifications. All of our staff are supported, through training and coaching, to learn our systems and processes enabling them to become a valuable member of the team quickly.