

Service Delivery Team Leader

Salary: £26,000 – £34,000 DOE

There has never been a more exciting time to become part of the iomart family, is it time for you to join us?

Currently in our 21st year, the iomart Group continues to go from strength to strength. Within the last 12 months we have reached record numbers in both revenue and headcount, achieving annual revenue of £100 million for the first time since our conception and growing our team to over 400 employees. But we're not finished yet. Over the next five years we have ambitious plans to double the size of our business, increasing our annual revenue to £200 million, and we need the best talent the industry has to offer to help us achieve this.

About the Service Delivery Team Leader role:

We are currently on the lookout for an experienced people manager to lead and develop a team of IT Support Engineers based in our Glasgow Office. Our Service Delivery Team Leaders are responsible for managing and motivating a team to ensure an effective, reliable and consistent level of operational support is delivered to our customer at all times.

Within iomart, our Support Engineers are responsible for resolving a variety of issues for our large, diverse customer base. Working as a Service Delivery Team Leader you will support the team to ensure that an exceptional level of customer service is provided at all times throughout this process, and that all tasks are carried out in adherence to agreed service level agreements.

As a Service Deliver Team leader you will lead by example, demonstrating and promoting positive behaviours within your team, and will drive individual and team improvements through effective mentoring and leadership. This will include carrying out regular 121s and appraisals, and supporting your team to develop within their roles.

If you are an experienced people manager looking for a new challenge, and want to work in a role where you are encouraged to put forward new ideas we would love to hear from you.

The ideal candidate for the Service Delivery Team Leader role will have/be:

- Experience leading and motivating a team to achieve objectives
- Passionate about providing outstanding customer service
- Proven knowledge of working in an IT or technical industry
- Excellent verbal and written communication skills
- Happy to work independently and with minimal supervision
- Ability to make, and take ownership of decisions in line with business needs
- Flexible approach to work as well as the ability to prioritise workload
- Good problem solving skills
- Ability to work on a shift pattern, including weekends

Additional experience which would be beneficial, but is not essential could include:

- 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 we can offer you:

- Exposure and access to cutting-edge technology as well as the opportunity to work alongside like-minded technical enthusiasts
- Supported training and development to help you progress within your career
- Competitive salary
- 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
- 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
- Lunch on us once a month

A bit more about us:

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.