

Job Description

Role: Service Manager
Department: Network Operations Centre
Reporting to: Chief Technical Officer

Summary:

This is an exciting opportunity for a Service Manager to lead the Network Operations Centre supporting a mix of education and commercial customers.

The Service Manager will have the ability to shape the team and service to adopt new ways of working, to investigate new Practice Management processes and procedures and to evaluate new tools and platforms for suitability and implementation.

As a key member of the European Electronique (EE) Services team, the Service Manager will be responsible for the provision of a high-quality Network Operations Centre to EE's Managed Service and Support customers.

The Service Manager will be responsible for the line management of EE's Service Operations Centre team, currently circa 14 staff. This will include objective setting and reviews, managing utilisation and performance, recruitment, setting training plans, and managing staff progression.

The job holder will ensure that Service Levels are met, actively managing call allocation, and proactively ensuring tickets are progressed in line with SLAs. They will deal with escalations from customers, Service Delivery Managers, and other stakeholders to ensure issues are managed and closed to customer's satisfaction.

The Service Manager will be responsible for providing accurate management information to the CTO and will be proactive in creating and maintaining new reports and flight decks to reflect changes in the services.

The job holder will work closely with Sales and Project Management, to ensure smooth service introduction for new clients, and with other members of EE's Service Operations team to create and update processes and ensure they are implemented successfully.

The team currently work a staggered start (shift) pattern to cover Monday to Friday, 8.00am to 6.00pm (excluding bank holidays) with each team member working 37.5 hours per week.

Key Responsibilities:

- Proactively manage service performance to ensure SLAs and KPIs are achieved
- Identify and implement service and process improvements, via ITIL Continual Service Improvement
- Take ownership of the Major Incident, Incident, Problem and Change Management Practices.
- Take ownership of any critical support escalations and drive forwards using ITIL Major Incident and Problem Management principles

- Take ownership and management of Hardware Break Fix contracts and support escalations from the team.
- Provide regular reporting to the CTO and to clients, including performance to SLAs, call volumes, major incidents, and other management information.
- Manage and resolve customer complaints or satisfaction issues
- Ensure staff, including new starters, are properly trained in Service Management Practices.
- Ensure the compliance of the Service Desk Team to EE policies and procedures, including ISO 9001, 14001 and 27001 ISMS procedures and GDPR.
- Ensure all staff comply with EE's Health and Safety Procedures and all other policies and procedures that may apply within their roles.

Performance Measures:

- Consistently meets contracted SLAs & KPIs
- High customer retention and renewal rates
- Completion of staff annual appraisals and development plans
- Excellent Customer Satisfaction Scores

Key Skills:

- Good understanding of IT Managed Services based on ITIL v4 principles
- Experience defining and improving service delivery processes
- Excellent customer management skills
- Judgement and decision making – ability and willingness to make well-considered and timely decisions without reference to management
- Leadership skills - inspires respect and trust, and can motivate the team to work to the best of their abilities
- Approachable and dedicated with great communication skills
- Expertise in ITIL or other IT service management frameworks
- Ability to promote Continuing Professional Development (CPD) within the team
- Experience in using and administering ConnectWise Manage advantageous
- Experience in creating and maintaining reports and dashboards in BrightGauge an advantage

Technical Skills:

- Knowledge of Microsoft Operating Systems (Desktop and Server) including Active Directory
- Software and Hardware Troubleshooting Skills
- Good networking knowledge
- Good understanding of virtualisation and backup solutions

Experience Required:

- Minimum 10 years managing a Service Desk Team
- Minimum of 10 years experience in a Support or Customer Service Management role
- Able to demonstrate a track record of service improvement

- Practical and demonstrable experience working in an ITIL environment
- Experience in an ICT-managed service provision in education beneficial
- Line management experience
- Experience operating in ISO27001 and ISO9001 environments preferred

General Requirements:

- ITIL Foundation Certificate essential
- SDI Certified would be beneficial
- Strong technical and analytical skills
- Good numerical and literacy skills
- Good level of Microsoft Office skills, particularly Excel and Word packages

Interpersonal and communications skills:

- Excellent verbal and written communication skills
- Pro-active approach to work
- Ability to communicate complex technical issues to non-technical customers and users with a wide range of experience and abilities
- Excellent customer relations skills
- Ability and willingness to share knowledge across the team and with customers to aid learning and proficiency
- Be able to work unsupervised using your own initiative
- Willingness to keep abreast of new developments in software and hardware, and to undertake technical certifications