

Department: IT

Reports to: Head of IT

Business/Function: IT

Main Location: Cambridge House, Henry Street, Bath

## Job Summary/Purpose:

The successful candidate will be responsible for the management of the IT Service Desk, second/third line support, and external IT suppliers of production systems and services. You will be expected to determine, propose and conduct appropriate service delivery processes to develop an efficient IT service delivery function, ensuring first class delivery of IT services for our business and to our customers. You will be responsible for, and tasked with creating a focussed service delivery team where second best isn't acceptable. Ensuring that our clients and customers receive an outstanding IT experience at all times.

## Core Responsibilities

- > Manage internal IT teams and outsourced suppliers of technology services to confirm services represent good value and are delivered in conformity with agreed SLAs and processes.
- > Oversee all production systems and environments, ensuring achievement of required performance and availability SLAs.
- > Lead the internal IT teams including the IT Service Desk and second/third line support staff through performance management, coaching, mentoring and day-to-day direction.
- > Be responsible for the production and implementation of all necessary local IT policies and procedures to create a strong IT Service Delivery framework.
- > Pro-actively manage and report IT risks. Plan and complete mitigation and contingency actions to help reduce any unplanned impact.
- > Help advance the identification and selection of solutions and suppliers for new technology requirements.
- > Plan and manage the costs associated with the running and maintenance of all IT systems, identifying opportunities to contain and manage cost through efficiency, strategic investment and replacement/retirement of legacy/end of life solutions and related infrastructure.

You will, from time to time, be required to undertake other activities that fall within your capabilities as directed by management.

## Core Competencies

- > Strong IT Service Management experience with a technical knowledge of the Microsoft technology stack, hosted systems, Azure, wide and local area networking.
- > Experience working in a regulated industry, e.g. financial services.
- > Experience working in a complex IT environment with both internal and external IT providers.
- > Scrum qualified.
- > Experience of designing good practice processes tailored to the needs of a business.
- > Experience implementing control, governance, cost and time efficiency.
- > Proven track record in building and maintaining effective supplier and internal business unit relationships in a complex multi-vendor outsourced/third party supplier delivery model.
- > Extensive knowledge of infrastructure planning and operations, design, and deployment, as well as system life cycle management.
- > Proven ability to manage teams in a dynamic environment delivering business critical systems.
- > The ability to provide stable core systems whilst supporting innovation and digital transformation.
- > Strong track record of delivering and managing multiple projects concurrently.
- > Excellent communicator, both written and verbal, with confident presentation skills.

## Main Contacts

- > External IT hosted systems providers.
- > External IT support service providers.
- > Internal IT and business teams.
- > Senior management and Executive level.
- > Financial Services regulatory bodies.

## Specialist Skills, Qualifications and Experience

### Essential:

- > Minimum 3 years recent service delivery management skills, leading and motivating a team of at least 15 staff including performance management, development and objective setting.
- > ITIL qualified/experience.
- > Project management certification/experience.
- > Scrum qualified/experience.
- > Minimum 5 years people management experience.
- > Ability to demonstrate detailed knowledge of IT performance measurement techniques and their application.

### Desirable:

- > Financial background.
- > Microsoft certification.
- > Devops experience.
- > Cyber security experience.

To apply for this role, please email an up-to-date CV to [jobs@novia-financial.co.uk](mailto:jobs@novia-financial.co.uk).