

CAREER OPPORTUNITY

JOB TITLE:

Service Delivery Manager



Background

Agilitas IT Solutions Ltd is the leading European innovator of customer driven inventory-as-a-service solutions. Passionate about delivering first class IT services on behalf of our customers, we have been helping the major OEMs, IT resellers and managed service providers extend their service capability and improve service delivery levels to their customers for over 25 years.

We manage spare parts inventories across server, storage and networking technologies and deliver complementing technical services to customers across 41 countries and to over 10,000 locations throughout Europe including cloud services, technical training, technical support, product repair and specialist engineering resource.

Job Purpose

- Lead the Service Delivery of tier 1 (top 10) customer accounts
- Build and maintain strong working relationships at senior level
- Become acknowledged as a Trusted Advisor to the customer(s)
- Manage a dedicated team of experienced staff to deliver the service contract
- Promote continual service improvement internally and externally
- Maintain contractual obligations and metrics

Main Duties & Responsibilities

- Accurate planning and forecasting
- Support the sales/account management teams in renewals and extensions management
- Work closely with the Service Director to deliver growth
- Identify and maximise opportunities for growth
- Run detailed day to day contract reports
- Ensure service obligations are met
- Hold regular service reviews with customers
- Provide performance stats and reports to the customer
- Manage service issues as require
- Act as a senior level face for IT
- Manage senior level internal and external stakeholders, to manage requirements and requests
- Ensure service quality measurements are in place and a service excellence ethos is promoted at all times
- Work as a key member of a successful Service Delivery team to support the design and deployment of new processes, policies and agreements
- Manage service delivery calls and requests demonstrating service delivery knowledge with a 'can do' and solutions based approach at all times

This list is not exhaustive and you may be required to undertake any other duties at reasonably required.

Essential Skills

- Demonstrable and proven experience in an IT service delivery environment
- Experience managing IT service delivery successfully
- Budget/P&L management capability
- ITIL qualified
- Excellent communication skills with strong planning and organisational skills
- Calm under pressure and adaptable to changing demands
- Confident to present to customers and build strong relationships
- Flexible approach to work and working hours

Please note that the successful candidate may need to pass SCC UK MOD clearance

Hours of Work

37.5 hours – Monday to Friday 9 am to 5.30 pm with a one hour unpaid lunch break





In Return

As well as being a great place to work with a friendly and helpful team, we offer the following benefits:

- Salary up to £50,000 annum, dependant on experience
- 25 days holidays plus Bank Holidays
- Additional ½ day birthday holiday
- Ability to 'earn' an additional 4 days per annum if you win quarterly awards based on the company PRIDE values.
- Cycle to Work Scheme.
- Death in service (2 x salary).
- Employee Cash Plan (including 24/7 Employee Assistance Programme, contribution to everyday healthcare and complementary therapies, 24 x7 access to Virtual GP, stress management, counselling, access to 1000s of retailer discounts)
- Regular away days and social events.
- Quarterly and annual awards.
- Invitations to award ceremonies and partner events.

We are based in Nottingham at Glaisdale Parkway which is situated on the west side of Nottingham located approximately 4 miles to West of the City Centre via the A609 and 4 miles from the M1 with convenient access to junctions 25 and 26. The area is very well connected for public transport with numerous bus routes in close vicinity.