

Key Requirements:

- A degree in Computer Science and/or a business-related degree
- 5+ years working as an IT Service Delivery Manager / IT Manager in a “Hands-on” & Customer facing capacity
- Strong technical background in supporting end user devices, Microsoft Server & Desktop OS and Office 365 products.
- Understanding of / Certifications in Project Management, Business Analysis and Project Assurance would be beneficial to performing this role
- Familiarity / certification with ITIL v3 would be advantageous
- Experience in managing and coordinating workloads through a Helpdesk Call Logging System
- Proven experience implementing & using ITIL Service Management Methodologies demonstrating this through examples of practical, “Real life” implementations.
- Proven track record of delivering Enterprise Class IT Service Management using standard methodologies, such as ITIL.
- Fluent English speaker

Key Responsibilities:

Reporting to the CIO the Technical IT Service Delivery Manager will lead a team to support the local & European IT Services.

- Manage the IT Service Delivery team & processes in coordinating and providing support for local & European IT services
- Develop Implement & maintenance of a comprehensive IT Service Catalogue.
- Maintain uniform end-to-end service delivery processes based on ITIL and ITSM tooling.
- Identify areas for improving the services delivery experience
- Track and report local key metrics regarding service desk performance based on business agreed SLAs
- Provide “hands on” managerial & technical leadership & input into operations for Europe and local IT Services and Construction Site services, to help drive the optimisation of architecture, services, and solutions.
- Accountable for the end-to-end delivery of programs and projects to meet customer needs, and responsible for the End User (customer) IT relationships across the organization.
- Driving the delivery of day to day IT services & manage the transition if IT Projects through acceptance into service and into service Run.
- Lead the IT Service Desk team & Contribute in a “Hands-on” Technical way, to the requirements analysis, solution, through to delivery of IT Services & IT Projects
- Holding the teams to the highest standards in the areas of IT Service Management, project discipline and accountability
- Serve as an escalation point for customer concerns if/when they arise
- Identify appropriate resolution to achieve customer satisfaction in a timely manner
- Monitor and manage end-to-end delivery of programs to scope, time and budget
- Enforce standard methodologies, processes, and tools
- Provide operational leadership and direction to the IT Team members
- Prepare comprehensive reporting for periodic IT Steering Meetings
- Travel within Europe as required

The ideal candidate will have strong leadership qualities, be relatively technical, have good collaboration skills and a passion for building high performing teams. Along with the flexibility to adjust to multiple demands, shifting priorities, ambiguity, and rapid change.