

Job Description	
Job title:	Service Delivery Manager
Location / based:	Newtown, St Boswells
Reports to:	COO
Banding:	£30,000 - £35,000
General overview of the position:	We are looking for an individual with leadership skills as well as being technically driven to work in our fast-paced, dynamic, and exciting environment. The Service Delivery Manager will be responsible for managing 1st and 2nd line support to support both internal and external customers, ensuring that the Service Delivery Standards are met.
	<u>Individual</u>
	<ul style="list-style-type: none"> • To ensure the delivery of a professional high-quality service level to end users within agreed SLA's. • Managing a pool of 1st, 2nd and 3rd line IT support engineers, dealing with hardware and software, networking, connectivity and telephony enquiries as part of a team. • The SDM will work closely and liaise directly with 3rd Party suppliers to ensure that the scope and direction of support remains aligned. The SDM will be the point of escalation for customers and team members alike. • Primary Service Delivery contact for nominated clients. • Develop and own a Service Improvement plan including application and management of KPI's. • Overall management of team tickets and cases in ConnectWise ensuring accuracy, up to date and customer/inhouse expectations are met within agreed SLA's or communications. • Define, implement, and maintain Service Delivery processes and systems, maintaining internal knowledgebase. • Identifying customer needs and overseeing customer service delivery with the business context. • Maintaining positive relationships with customers. • Assess and action customer feedback results to drive high standards. • Reinforce ITIL processes and act as the authoritative source for all Service Delivery Matters. • Identify and develop personal and professional skills which align with the Business goals.
	<u>Team</u>
	<ul style="list-style-type: none"> • To attend weekly / fortnightly management meeting as part of Management Team to review and assess recording of all jobs created and completed that week. • Identify areas for Service Management improvement (Continual Improvement Program) within the team and trial and implement processes of improvement. • Management of time against defined SLA, agreements, billable hours, and employee timesheets. • Identify and assist in the development of personal and professional skills, which align with the Business goals, during PDPs/One to One meetings, for support team members. • Ensuring team are skilled enough to recognise upsell opportunities. • Work closely with the COO, Head of Technical and Projects Delivery Manager to ensure standard policies are developed and adhered to within operations and service areas.

	Company
	<ul style="list-style-type: none"> • Contribute towards the operating plan by suggestion and delivery of actions as well as completion of tasks. • Ensure that all company values and principles are promoted and adhered to.
Required Skills:	<ul style="list-style-type: none"> • Hands-on Team management of 1 and 2nd line support technicians • Vendor and third-party management experience • IT Security best practices awareness • Knowledge of hardware install and removal, fault and troubleshooting. • ITIL awareness, certification preferred. • Understanding of remote support methodology • Knowledge of Windows, Linux, IOS, and Server Operating Systems • Experience with Routers Modems and NTE's • All forms of internet connection and their support methodology • Backup and DR tools and methodology • Anti-Virus maintenance, and management • A coaching and collaborative management style, who conducts themselves in a friendly, approachable, and supportive manner. • Ability to demonstrate and promote the company values within your team and across the business in support of a 'One Team' ethos. • Excellent customer facing skills with high level of written and verbal communication skills. • Time management skills operating with sense of urgency – committed to delivering results. • Ambitious and hard working and keen to further your knowledge and skill set through internal/external training and continued questioning.
Attributes:	
Other Duties:	<ul style="list-style-type: none"> • Other such reasonable duties within the general scope of the job title at the managers discretion. • Support in the management of other business teams, as and when required, to ensure consistency of customer service. • Support in the management of other business teams, as and when required, to promote the 'One Team' ethos. • Work closely with other Team Managers to find solutions to provide a better customer experience while allowing for increased profitability.
Key Contacts:	COO, Head of Technical, Projects Delivery Manager and Head of Information Systems

Want to join us?

If you think you would be a great fit for the SoConnect team and are keen to join a growing company, we would love to hear from you! Please email a copy of your CV and covering letter to hr@soconnect.co.uk.

Remember to browse our website and social media channels to get to know a little bit more about what we do and our culture.