

IT Support Manager

- Cardiff, Hybrid Working, 3/4 days in the office and 1/2 days working from home.
- Permanent, Full Time
- 40 Hours per Week, Monday-Friday, with flexibility required.
- Salary up to £55,000 per annum, depending on experience.
- Comprehensive Benefits Package including:
 - 25 days annual leave + Bank Holidays + Birthday day off
 - Private Medical Insurance
 - Workplace Pension
 - 3 x Life Assurance
 - Days off for charity and volunteering activities
 - Access to our employee rewards, wellness & recognition platform provided via 'Perk Box' which includes high street discounts at shops, restaurants plus much more.
 - Employee Assistance Programme: access to a 24/7 helpline for employees and their partner and dependants to professional support.
 - Learning & development opportunities to help you progress and support in your career.

The Company:

A market-leading, private hire and taxi service provider, with a mission to be the #1 journey provider in the UK. They provide efficient, safe, and easy ways for people to travel, combining the knowledge of experienced local driver partners with advanced consumer technology, to make amazing journeys happen every day. This business is at a highly acquisitive stage, committed to a continuous growth trajectory, with their people at the heart of business operations.

The Culture:

With a genuine belief that colleagues are their number one resource, this business is committed to ensuring their people feel respected, valued, cared for, and supported. They are enthusiastic about training, career development and progression, providing continuous opportunities for learning and development. As a business fully committed to ISO27001, they endeavour to offer their internal and external stakeholders a premium customer service experience with every interaction.

The Role:

Reporting directly to the Head of IT Operations, the IT Support Manager is responsible for day-to-day management of the group wide technical support team (service desk, desktop, and field services support operations). Focused on ensuring all personnel receive a great customer experience when engaging with the IT Support function, the IT Support Manager is also responsible for delivering first and second line support functions through ITIL methodology, while upholding ISO27001 standards. In addition to day-to-day activities, the IT Support Manager provides and supports the delivery of technology services project and business acquisitions specific needs.

Responsibilities:

- Manage the IT Support team in day-to-day IT operations, request fulfilment and incident management across a geographical dispersed area across the UK.
- Develop and deliver the best-in-class customer experience to internal customers, while remaining focused on continuous improvement.
- Provide hands on support acting as the technical subject matter expert to actively lead the resolution and provision of support tickets and service requests.
- Support companywide operations to maintain 24/7/365 working hours of all systems.
- Ability to work at pace to accommodate rapid evolving business needs.
- Directly responsible for major incident management and coordination of resolution in a timely manner.

- Lead by example and ensure that the procedures comply with incident, change, problem and release management process requirements, stepping in where needed to manage, lead or support these functions.
- Act as a communication and escalation channel between Technology Services and customer.
- Responsible for ITSM queues and tickets lifecycle across Technology Services.
- Undertake configuration and administration support of the cloud based ITSM system.
- Provide clear reporting on team performance, SLAs, KPIs and trends to make effective recommendations to management using reporting tools.
- Responsible for the support team's professional development ensuring skill gaps are identified and addressed through training, mentoring, knowledge sharing and documentation.
- Maintain an asset management routine to ensure accurate groups IT & infrastructure assets and ensure that timely updates are made to maintain an accurate asset register at all times.
- Support the wider team with the ISMS fulfils the requirements of ISO27001 standard.
- Undertake team people management duties including monthly one-to-ones and annual performance reviews, ensuring records are documented to a high standard.
- Provide insight and guidance to allow the IT support function to meet the needs of the organisation and grown appropriately to accommodate business expansion demands.
- Ensure that all personnel are aligned with the Company's vision, mission, values and strategic priorities.
- Support the Head of IT Operations with the implementation of agreed strategies and associated projects.
- Establishing and maintaining relationships with colleagues and vendors to ensure effective delivery of services.
- Create and maintain accurate appropriate documentation, procedures and knowledgebase.

Skills, Experience & Qualifications:

- Proven leadership in managing IT support teams across geographically dispersed areas.
- Strong focus on delivering excellent customer service and continuous improvement in service delivery.
- Hands-on technical expertise in IT support, preferably in a senior support role utilising ITIL methodology.
- Experience in major incident management and problem resolution in IT operations.
- Excellent communication skills for acting as a liaison between Technology Services and customers.
- Proficiency in managing ITSM queues and tickets lifecycle, including system administration.
- Skilled in data analysis and reporting on team performance, SLAs, and KPIs.
- Ability to identify and address skill gaps in the support team through training and mentoring.
- Experience in asset management and maintaining accurate IT & infrastructure asset registers.
- Knowledge of ISO27001 standards and experience in supporting ISMS.
- 5 years' experience in a Senior support and team lead role.
- Working knowledge of O365, Azure and windows infrastructure environments, standards and networking.
- Competence in team performance management, including conducting reviews and maintaining personal records.
- Strategic insight to guide the IT support function to align with IT strategy and business requirements.
- Experience in project delivery, specifically in technology services and business acquisition integration.
- Ability to establish and maintain effective relationships with colleagues and vendors for service delivery.
- Experience in creating and maintaining documentation, procedures, and knowledge bases.

Aspire Recruitment Services Limited is acting as an Employment Agency in respect to this vacancy.