



JOB SPECIFICATION

SERVICE OPERATIONS MANAGER

LOCATION: YORK, UK

SALARY: COMMENSURATE WITH EXPERIENCE, STARTING £45,000 (MUST HAVE OWN TRANSPORT)

BENEFITS

- Up to 33 days' holiday including bank holidays plus long-service increase
- Great flexi-time arrangement available
- Government work place pension
- Free onsite gym
- Free parking and hot drinks
- Free work wear
- On site crèche
- Staff discount

INTRODUCTION

We are looking for an experienced and talented Service Operations Manager to come and help strengthen our service delivery and network infrastructure. This is an exciting time to join us with many IT transformation projects in the pipeline.

You will be responsible for implementing and maintaining our general IT systems, network and telecoms infrastructure.

DUTIES

The Service Operations Manager role will include, but not be limited to, the following duties and responsibilities:

- Providing specialist advice on all IT systems, network and telecoms infrastructure management issues.
- Implement, manage and support IT infrastructure: compute, storage, networking, firewalls, telephony, physical & virtual infrastructure, software.
- Identifying problems, evaluating trends and anticipating requirements.
- Undertaking project management: configuration best practice and deadlines, production / implementation management.
- Drive continuous improvement and stability in charge, incident, problem, release and configuration management processes striving to ITIL, ISO2000 and ISO27001/2 standards.
- Co-ordinating the Network & Operations team and allocating resources in line with business strategy and objectives.
- Drawing up technical and support manuals and ensuring all processes are documented fully in line with the business continuity plans.
- Maintaining appropriate disaster recovery plans for all services and data.
- Participate in continuous improvement activity, to drive process improvement, elimination of waste, time savings and cost reductions.
- Introducing and improving security within the business network and infrastructure.
- Reviewing computing facilities periodically and advising on potential upgrades of hardware/software.





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- Ensure all IT systems, network and telecoms infrastructure operations tasks including backups are performed timely and create & maintain system documentation & DR procedures and perform scheduled testing.
- Managing BACS / Servebase / Xerox systems, communications and updates etc.
- First point of contact with external IT suppliers.
- Administering contract arrangements/invoicing with suppliers and ensuring compliance with our businesses' Outsourcing Policy (including undertaking appropriate due diligence).
- Monitoring productivity of individuals of the Network & Operations department as a whole.
- Maintaining own technical knowledge.
- Recruiting, training and motivating competent IT personnel.
- Prioritising and assisting in technical queries.
- Co-ordinating training and monitoring.
- Collating, analysing and distributing MI.
- Direct line management of the Network & Operations team including facilitating monthly one to ones, staff appraisals and compiling, undertaking 3-month reviews and monitoring productivity as well as staff rota.
- Overseeing departmental administration.

SKILLS AND EXPERIENCE

We are looking for someone with a strong background in project management, with a minimum of 3-5 years commercial experience:

- Desktop PCs & Laptop hardware configuration and setup.
- Windows operating systems (Windows 10 / 7).
- Server hardware configuration and management.
- Windows Server operating systems (2003, 2008, 2012 & 2016).
- Firewall management and configurations.
- Telecom/VoIP systems configuration and management.
- Active Directory support and management including Group Policy.
- Distributed file system (DFS), DHCP, DNS, IIS.
- Virtualisation technologies including VMware vSphere & Hyper-V, installation and support.
- Backup technologies (ideally Veeam) o TCP/IP networking. LAN / WAN technologies including wireless.
- Experience installing & managing Cisco switches.
- Cloud Technologies; Microsoft 365, Office 365, Skype For Business.
- Remote Desktop Services installation and support.





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- ITIL Service framework and Change Management practices.
- Flexible; dealing with all areas and different types of work and problems.
- Ability to understand and interpret emerging IT technologies and integrate them into the business environment.
- Managing operational budgets.
- Managing IT support team members.
- Excellent project management skills.
- Analytical ability to analyse raw data, draw conclusions and develop actionable recommendations.

Qualifications

- ITIL qualifications / experience.
- Security qualifications (desirable).

More importantly, is that you are a talented and passionate Service Operations Manager with the desire to own and drive genuinely exciting projects.