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IT Service Delivery Manager

London - To £75k + benefits

Permanent Posted: Friday, 2 August 2013

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Our client is part of a worldwide media group, providing centralised, high quality and consistent shared services and expertise to its prominent global brands which operate as separate businesses within the group. There is now a requirement for an experienced IT Service Delivery Manager to join their IT management team, reporting to the Head of IT.

The role has three primary functions:

- Management of a Pan-European team of Service Delivery Managers and their 1st/2nd line service desks, total headcount c.40
- Ongoing and proactive relationship management with customers within the brands and others across the group
- Assurance of the highest levels of customer service, to exceed KPIs across the IT service function

Applicants should be experienced IT professionals with strong people management skills and a customer service orientation. Ideally with a background in the media sector candidates will have sound IT service delivery management experience supporting 4,000+ users across multiple sites and the management of 1st and 2nd line contact centres in accordance with industry best practice. Candidates will also need to have experience of shared services and/or service delivery in a formal supplier/customer arrangement and be able to contribute to the strategic direction of technology across the organisation.

The culture of the organisation is very creative and fast paced. Applicants must therefore be able to demonstrate charisma and gravitas, and possess first-class communication skills. Experience of having worked across EMEA is also desirable, as is an ITIL V3 qualification.

Location London, UK
Industry IT
Start Date ASAP
Rate To £75k + benefits
Employment Agency [Alium Partners Limited](#)
Contact Bruce Mair
Email [Contact This Employment Agency](#)
Web Link <http://www.aliumpartners.com>
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