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IT Service Delivery Manager (Urgent)

Our client is a large Global pharmaceutical organisation based just outside of Slough. The client has got aggressive expansion plans and our building on recent market success within the UK. The Group, as it is today, was established in July 2005, following the merger of two large pharmaceutical companies. Both companies had consistently delivered industry breakthroughs over more than 100 years. In the financial year ending 2012, our client posted consolidated net sales of £7,300 million and an operating profit of £750 million).

We are urgent seeking experienced hands on Service Delivery Manager to administer, manage and maintain the clients IT

Infrastructure and Service Desk to ensure continuous operations and support, using external suppliers and vendors as appropriate. The role will also include the planning and implementation of local and global IT projects. The role will keep current on the technology that our client uses and continually learn new technologies that will benefit their future strategy. The incumbent will be flexible and customer focused, be able to deputise for the Head of IT and represent the function as required. The person should embed relevant IT policies and procedures to ensure the effective operation of the team.

The strategic aspect of the role requires you to align the various levels of ITIL maturity in the areas of your jurisdiction, getting these tied into for the overall operational and technical strategy for the various platforms.

In terms of technical experience we are looking for 5-7 years of progressive technical, service management and operational support with a solid background in MS Windows Server environment with strong MS Exchange, Active Directory LAN/WAN skills.

You'll have demonstrable experience of ITIL, (foundation or practitioner certified), & expertise and industry best practice in process, controls, tools, standards and methods within IT Infrastructure/Operations management. Of specific interest is a background in the Pharmaceutical sector.

Our client offers a fantastic benefits package including 28 days annual leave, Bonus, pension, dental plan, health screening, life assurance, income protection scheme, eye tests etc.

Fantastic opportunity, interviews slots to fill we will be short listing candidates over the weekend to submit on Monday 29th July 2013. Send CV ASAP to avoid disappointment.

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