

## 3<sup>rd</sup> Line Technical Operations Manager



**Location:** Coventry, West Midlands, CV1 4JU

**Salary:** £36,000 - £46,000 Depending on Experience + overtime and benefits

**Contract:** Full time, permanent

### **About us:**

Syscomm are a Managed IT Services Provider delivering Server, Network, Cloud and Voice solutions from our own UK Data Centres, with Client Services provided by the Support Team in Coventry.

We are looking for a hands-on Technical Operations Manager with strong technical skills including Microsoft, VMware and Cisco and with experience of technical leadership within an MSP.

### **The role:**

We are looking for an Operations Manager to help drive the ongoing growth of the business. This business-strategic role will require involvement with technical project specification and delivery, 3<sup>rd</sup> line support, client service management and includes team management responsibilities.

Our IT Operations responsibilities include:

- Hands-on point of 3<sup>rd</sup> line escalation for Helpdesk.
- Incident Management
- Specification of Customer solutions and day-to-day chargeable works, developing the Customer requirements.
- Driving Helpdesk Performance and Process efficiency.
- Overseeing first-contact-resolution and reducing case repetition.
- Maintain IT Service availability, SLA conformance and KPI reporting.
- Develop and track team progression with training and performance targets.
- Conduct performance evaluations, motivating and developing team members.
- Provide Expert Technical Support for Projects and the Helpdesk.
- Develop Solution Diagrams and Documentation.
- Assist with Pre-Sales Consultancy and with new Client on-boarding.
- Maintain and Develop efficient processes in accordance with ITIL.
- Onsite visits to Customer sites for Service Reviews.
- Contribute to Syscomm's company strategy.

To maintain IT Service in our non-stop world, the role will involve occasional out of hours working as a part of a team rota.

### **About you:**

You will have experience working as 3<sup>rd</sup> Line Technical Support providing advanced support in a MSP environment.

You can demonstrate excellent leadership, analytical and organisational skills, with appropriate technical qualifications and can combine your skills to offer the Gold Standard for IT Service Delivery in line with ITIL Standards.

You are an expert across Network, Server, Security and Voice technologies, with experience implementing technology, monitoring and KPI's to drive business objectives.

**Skills required:**

- 3<sup>rd</sup> line understanding of Microsoft Server and Applications
- 3<sup>rd</sup> line understanding of Cisco, Firewall and WAN Network Technology
- 3<sup>rd</sup> line understanding of VMware, Veeam and Cloud Technologies
- Understanding of Avaya or Mitel VoIP is desirable
- Full UK driving license and your own car

**What you will get in return:**

As a growing company, Syscomm offers an exciting role with opportunities to support a wide range of organisations. We have an open-doors culture where employees are encouraged to grow and develop within the company. We host regular social occasions, home broadband is offered free of charge, with other benefits including a company pension and onsite parking.

You must be eligible to work in the UK.

**Strictly NO agencies please.**

**Keywords:** IT Manager, 3<sup>rd</sup> Line Support, Service Delivery Manager, Client Services Manager, Helpdesk Team Leader, Service Desk Manager, Customer Relationship Manager, Client Services Director, Operations Director, IT Director, DevOps Manager, Infrastructure Manager, Chief Technical Officer, Chief Information Officer, IT Project Manager, ITIL

**Screening Questions**

Do you have a valid driving license and a car available for business use?

Are there any reasons why you would not have the right to work in the UK?

Are you available to start within 1 month of being offered a position?

Do you have at least 5 years of experience in a Senior IT Support role?

Do you have at least 1 year of experience in a Team Leadership role?