

Job Description

IT Operations Manager (SOC)

Short description of role

The purpose of the role is to ensure the successful delivery of Managed Services delivered through the Service Operations Centre (SOC).

Key accountabilities

- Operational oversight of the Service Operations Centre (SOC)
- Delivery of SOC managed services to internal and external customers
- Ownership of customer escalations
- Successful onboarding of new services and customers into the SOC

Responsibilities and duties

- Manages the growth and success of the SOC team
- Functional management of Professional Services resources whilst assigned to the SOC
- Forecast demand for resources required to provide SOC services
 - Request resources through Business Operations
 - Support Business Operations with the recruitment of permanent SOC resources
 - Negotiate the temporary assignment of Professional Services resources to the SOC
- Support Business Operations with identifying and writing processes required for the delivery of SOC services
- Support Sales & Marketing with the promotion of SOC services
- Review performance against SLS (Service Level Standards)
- Review technical operations such as performance, capacity, and configuration.
- Identify opportunities to improve service delivery and add more value to customers
- Identify opportunities to improve the efficiency of service delivery
- Work together with the SDM to apply operations governance best practices particularly regarding Change Management
- Mentor technical staff & new joiners
- Support SDM to build a long-term strategic relationship with the customer.
- Work with operational delivery teams to:
 - Ensure smooth implementations of changes
 - Ensure low failure rate during Implementation of Change
 - Reduce risk of incidents caused by Changes
 - Reduce testing time and cycle
 - Reduce requested downtimes
 - Ensure better scheduling and usage of internal resources
 - Generate documentation & knowledge base articles
- Provide General Operational assistance, including:
 - Support and Maintenance of Customer Change Management Calendars
 - Manage remedial actions resulting from technical & SLA (Service Level Agreement) reviews
 - Ensuring progression of Important tasks
 - Provide support to relevant groups during time of Customer Escalation
 - Contribute to NCL Reporting

Person specification

- Proven experience working in a SOC environment
- At least 5 years' experience in a SOC environment or 2 years in a similar role
- Leadership and organizational skills
- Outstanding communication skills
- BSc/BA in Computer Science, IT or relevant field

Working environment

The role is primarily based in the Cardiff head-office, with occasional UK travel required to attend customer and supplier meetings.

Benefits

- 25 days holiday per annum (pro rata, excluding Bank Holidays)
- Benefit options (Contributory pension scheme, Private Medical Insurance, Life Assurance, Health & Wellbeing)
- Brilliant opportunities to take on more responsibility and long-term career prospects

To be considered for this role please send an up to date CV to Fiona. Williams @netconsulting.co.uk, highlighting your relevant experience and knowledge.