

IT Service Delivery Manager

Control Risks is a specialist risk consultancy that helps to create secure, compliant and resilient organizations in an age of ever-changing risk. Working across disciplines, technologies and geographies, everything we do is based on our belief that taking risks is essential to our clients' success.

We provide our clients with the insight to focus resources and ensure they are prepared to resolve the issues and crises that occur in any ambitious global organization.

We go beyond problem-solving and give our clients the insight and intelligence they need to realize opportunities and grow. From the boardroom to the remotest location, we have developed an unparalleled ability to bring order to chaos and reassurance to anxiety.

Our people

Working with our clients our people are given direct responsibility, career development and the opportunity to work collaboratively on fascinating projects in a rewarding and inclusive global environment.

Location

Houston

Engagement

Permanent, full time

Department

IT

Manager

Director, IT Services

Job Purpose

- Proactively manages the availability, reliability, security and support of all IT infrastructure/End user Services within the time zone and region
- Work with Group IT team to support and protect the company's electronic assets, irrespective of region
- Working with key members of the business within the region to; plan office moves, feed new requirements into the IT business partner team and ensure the overall IT needs of the business in the Region are met

Tasks and responsibilities

People Management & Communication

- Manages IT service delivery staff within the region, including mentoring, developing technical skills and "soft" skills
- Ensures all support staff within the region adhere to OLA's and ITSM process
- Communicates Major Incidents to the business and provides regular updates (hourly)
- Performs a handover on daily basis with the Service Delivery Manager on shift – however short - communicating details of major incidents, issues and problem activity

- Contributes to the monthly IT Service report; outlining what has gone well and what needs to be improved

IT Service Availability

- Owns and manages major Incidents, incidents & problems within the region ensuring all information is updated accurately on the service desk system and regular updates are made to the business in an appropriate manner. Flags issues with global vendors as required
- Manages IT Security incidents as per the Info Security process in cooperation with our IT Security vendor, our internal IT Security team and other vendors as required
- Acts as the champion of IT customer service within the region ensuring services run and perform adequately from their PC/Device; flag any recurring that need to be resolved to the correct resolving team and assists in prioritizing the workload
- Proactively manages IT Service within the time zone. Ensures any service trends are raised as problem tickets and actively participates in the problem management process, with the ultimate goal of driving down the number of help calls globally
- Ensures any infrastructure services and devices in the region adhere to global standards and regularly audits the environment to check & fix anomalies
- Ensure releases are planned within Group IT and managed to deliver optimum benefit to our customers and minimize the likelihood of release related incidents upon business services and infrastructure

Relationship Management

- Regularly liaises with the regional business ensuring that their IT service requirements are discussed or directed to the Business Partner manager when required
- Establishes excellent relationships with peers on a global level, ensuring support services are provided consistently to the business on a global basis
- Project manages (or oversees) all IT Services activities within the region which are greater than 10 man days and/or \$10,000. Examples include office moves. All projects to be executed as per the Control Risks Group IT project management process

Strategy

- Actively contributes to IT service delivery strategy and design, including the IT Services vendor strategy – globally

Financial

- Contributes to the annual IT service delivery budget and assists with the on-going monitoring of costs

Knowledge and experience

Essential

- People management skills and has proven experience developing individuals and teams.
- Able to communicate effectively and has the skills to build trust and good relationships within the business.
- Understands basic financial management and is able to articulate IT requirements in business language
- Vendor relationship building
- Good level of understanding of “core” Microsoft Office 365 productivity tools including Office, Skype, Exchange, etc.
- Exposure to managing IT environments which are either outsourced or where the services are provided remotely e.g. from a datacenter in another region

- Must have an excellent understanding of standard IT Security tools & systems.
- Previous experience managing IT services within a global environment.
- Demonstrable IT leadership at a regional level
- Previous IT service reporting & analysis experience
- Been part of a global IT team that operates as a single “business unit” irrespective of other organizational structures

Preferred

- Experience in supporting ERP applications and in particular Microsoft Dynamics 365
- Exposure to contemporary WAN and LAN services and devices, ideally CheckPoint Firewalls
- Understanding of emerging technologies

Qualifications and specialist skills

- ITIL version 3 (service management level).
- Prince 2 or equivalent would be advantageous
- Has a good understanding of the Control Risks business or similar consultancy business models
- Excellent communication skills required – written, verbal, presentational; comfortable in operating at all levels
- Documentation - create, modify and review technical documentation
- Strong consultative approach (relationship & engagement skills)
- Able to work on multiple projects and tasks at the same time.
- Delivery focused
- Strong team player; particularly given that this is a global team with multiple time zones etc.
- Natural problem solver
- Ability to mentor 1st, 2nd & 3rd line resources

Competencies

Solutions Focused

- Owns problems, identifies and works with the right people to solve problems quickly within own remit and wider team(s)
- Reviews and looks for efficiencies in ways of working; constantly seeks innovative ways to improve services we offer to our clients.
- Be prepared to make decisions and effective implementation of those decisions
- Translates decisions into effective actions and implementation Acts decisively and make difficult decisions even if unpopular
- Implements plans to ensure objectives are achieved or exceeded; focuses on delivery. Shows and encourages a determination to achieve high standards

Personal Effectiveness

- Operates effectively and with resilience in changing or ambiguous situations, contributes to changing environments, and actively assists those around them to

adapt

- Communicates clearly and concisely using language appropriate to audience, displays sensitivity to develop constructive relationships with others; Plans and organizes workload of own and others, suggests priorities as necessary

Behaviors

All employees are expected to display behaviors reflective of our company values: Integrity and Ethics, Collaboration and Teamwork, Commitment to People and Professionalism and Excellence.

How to apply

If your qualifications, experience and aspirations match our requirements, email a covering letter and CV, stating “Internal application – IT Service Delivery Manager, Houston” as the subject title and flagging it as high importance, to:

Americas.Recruitment@controlrisks.com
