



Service Delivery Manager

About Millgate:

Established 25 years ago, Millgate now has a wide range of clients across the public and private sectors, including retail, distribution, healthcare, education, transport and more.

We have learned and evolved over that time and have developed a reputation as an effective and trusted technology adviser to our clients, able to understand their requirements and provide the very best solutions to help them succeed.

We do this by committing to a very simple guiding ethos. Clients should expect that we deliver on the fundamental requirement that any tech product, service or solution we recommend or implement into their business actually works.

At Millgate, our culture is based upon shared common values, not least of which is our effective service ethic. We understand that when a group of talented and committed individuals combine forces in pursuit of a common goal that anything is possible.

Anybody can be part of a team, but it takes a group of exceptional people to be part of a high-performing team. Which is why we set a high bar for anybody considering joining us. If successful, from that point on we work hard to challenge, recognise and reward you so that you may grow with us.

Our drive for growth is based upon the concept of Continuous And Never-Ending Improvement (CANEI) and so should you wish to improve individually or simply wish to contribute to a high-performing team for some or all of the *next* 25 years, Millgate will be a supportive environment.

The Opportunity:

As we continue to grow, we now require a Service Delivery Manager to strengthen our technical team. This is an exciting opportunity to join a business that provides solutions to clients that *actually* work.

The ideal candidate will have proven managerial experience of 1st to 4th Line Engineers as well as project management.

If you are keen to work in a dynamic and fast paced IT environment, look no further.

Role & Responsibilities:

- Define and improve the IT support strategy
- Reporting on performance of IT service delivery
- To ensure the delivery of a professional high-quality service level to end users within agreed SLAs
- Management of 1st to 4th line IT support engineers, as well as project management dealing with hardware, software and networking enquiries as part of a team.

- Overall management of team tickets and cases in Connectwise ensuring accuracy, that they're kept up-to-date and that customer/in house expectations are met within agreed SLAs or communications.

Essential Criteria:

- Worked as a Service Delivery Manager on large-scale IT programmes
- Background working across technical, process and service teams to proactively manage the end-to-end life cycle of IT Products and manage the IT relationship business wide
- Experience with measuring, monitoring, and reporting on IT performance/satisfaction, as well as identifying improvement areas
- Hands-on Team management of 1st to 4th line support technicians and Project Management
- Understanding of remote support methodology
- Knowledge of Windows, Linux, IOS, and Server Operating Systems
- All forms of internet connection and their support methodology
- Backup and DR tools and methodology
- Anti-Virus maintenance, and management

Desired Skills:

- ITIL awareness, certification preferred

Personal Attributes and Millgate's Core Values:

You must demonstrate or aspire to uphold our core values:

- Be Humble
- Be Hungry
- Be Smart
- Be Agile
- Be Curious
- Exceptional personal and professional Integrity



The Package:

Millgate offers an incredible package of benefits, from our competitive salaries through to current care and future financial stability for you and your family with our healthcare and pension schemes.

- Negotiable basic, dependent upon experience
- Contributing pension scheme
- Private healthcare
- Increased holiday with service
- Tailored training and development plans
- Real opportunities for progression