

IT Vendor & Service Manager

Job Description

Reports to:	Group Head of IT
Responsibility for others:	None
Location:	Horsham
Hours:	9am – 5:30pm

Job Summary

Benchmark Capital is looking for an IT Vendor and Service Manager to join the infrastructure services team and play a key role in the design, build, delivery and optimisation of end-user services and components for the end-user device estate.

Responsibilities

This is not an exhaustive list of the duties to be performed. Job descriptions do not limit the tasks that an employee may reasonably be requested to perform. Changes in job descriptions may be necessary as the needs of the Organisation change over time.

- Supporting and managing the whole IT vendor onboarding process.
- Monitor and evaluate performance of IT vendors through operational KPI trending.
- Research alternative IT vendors, making recommendations for change where appropriate.
- Ensure that vendors deliver in line with project requirements, within authorised budget and agreed timescales.
- Ensure IT vendors meet all agreed contractual obligations.
- Document, communicate and prioritise outstanding issues with IT vendors, using appropriate tools.
- Support the IT department's Implementation Team, throughout the implementation of any systems provided by third party IT vendors.
- Coordinate the handover of third party systems (post-implementation) to the Service Desk and Application Support team, organising training where required.
- Closely liaise with internal stakeholders on all aspects of IT vendor management.
- Coordinate software/infrastructure/hardware installations involving external engineers, ensuring adequate support is provided internally
- Responsible for the delivery of Business as Usual (BAU) IT service to user base
- In partnership with global counterparts, own and maintain standardisation of ITIL processes
- Respond to both IT service and user escalations in a timely manner; ensure a swift resolution / conclusion
- Adhere to industry standard IT risk management principles to identify and manage appropriate IT risks; ensure timely resolution or strong mitigation mechanism is employed
- Become an advocate for Continual Service Improvement (CSI) and evolve the service to enhance IT service excellence
- Involvement with the Service Integration processes to ensure seamless transition of products from Project into BAU IT Service, with consideration to service design
- Design and produce Management Information, including dashboards, KPI reports and service performance metrics, to illustrate service performance and support senior decision making.

- Involvement with Asset Management (Hardware and Software)

Essential skills or experience

- A clear demonstration of vendor and service delivery management experience in an IT Services environment.
- Prior IT Service Management experience; major incident management, large vendor management and business continuity/disaster recovery experience is advantageous.
- Practical experience of working with the ITIL service lifecycle framework, specifically Service Design, Service Transition, Service Operations and Continual Service Improvement.
- Ability to develop positive working relationships and strong rapport with support staff as well as senior leadership (both business and technical users), and ability to influence decision making.
- Flexible and able to adjust priorities quickly.
- High-level of personal initiative; able to work independently as well as collaborate in teams.
- Excellent planning, organizational and analytical skills with strong attention to detail.
- Proven ability to manage customer perception through addressing issues and implementing solutions.
- Experience of working with suppliers within the bounds of a service contract.
- Have a flexible approach to working hours as evening/escalated on-call work may be required over weekends, and some extended hours may be required to participate in calls with regions outside of the UK

Personal Characteristics

The ideal candidate is energetic, motivated with a 'can-do' attitude, possesses good analytical and problem-solving abilities, and is keen to take on a role in a department with development and advancement opportunities. Due to the unpredictable nature of the IT industry, it is also important for this person to be willing to expand their IT knowledge, and to upgrade their skills set as and when required. The role will involve working in a small team in an environment of open information-sharing to assure cross-training and cover within the department.