

IT SERVICE DELIVERY MANAGER Erskine Park Facilities, NSW

AHG Refrigerated Logistics are currently seeking a number of positions to expand our IT group with an IT Service Delivery Manager. This is a full time role based in either our Erskine Park Office and some National and Local travel will be required. We offer an attractive remuneration to the right candidate. This is a friendly, fast paced environment.

The role is responsible for the delivery of IT support services to the business, promoting the continuous improvement of productivity, service quality and internal customer satisfaction and the effective leadership and development of the IT Helpdesk (Currently 3 Technicians.) A management role reporting to the Group head of IT the role is responsible for the effective delivery of desktop services including, procurement, IT governing documents, equipment lifecycle, customer engagement and process standardisation.

This includes effective field services support in consultation with the Infrastructure team. This is a hands on role and the incumbent will be expected to provide Level 3 support and contribute to the development and management of the team. The ongoing management and development of the team including maintaining rosters for afterhours support and effective communications to the business on key issues is considered a core responsibility.

In addition, the role will be responsible for independently managing life cycle transition and standardisation projects as we establish an SOE. This will include the introduction of standard operating processes to govern the overall response to services and the effective introduction of new offerings to the IT Service catalogue.

This is a full function role with responsibilities for:

- Support Operations, OLA and SLA Management
- Proactive Service quality and change management
- Audit readiness and process
- Ensure Process and procedure exist for the sustainable delivery of IT Services.
- Create and maintain Lifecycle documents, to support repeatable and auditable processes
- Maintain the ITIL framework including Service Level, Operating Levels, Service Catalogue, Infrastructure documentation and policy documents
- Motivates, develops and mentors service delivery team members where relevant

The successful applicant will have:

- Bachelor's degree preferred & associated Industry certifications, MCSE, CCNA, ITIL or similar.
- Project delivery skills - formal PM accreditation skills such as PRINCE2, PMBOK will be beneficial.
- In depth knowledge of desktop systems
- Demonstrable experience in designing and implementing best practice into IT Service teams
- Understanding of the importance of and ability to effectively communicate within the IS Group and with the business

- Experience in setting up audit process and documentation to support ongoing operations
- Experience in taking a team through a change journey
- Minimum 10 years' experience in IT Service delivery or support
- Experience in implementing desktop services projects
- Strong technical analysis skills and understanding of business applications

If you feel you have the right attributes and a positive attitude, then we would love to hear from you!

Please email your resumes to Daniel.Schubert@ahgrl.com.au