

**JOB TITLE:** Managed Services Head of Service Management  
**REPORTS TO:** Head of Managed Services  
**LOCATION:** Cardiff  
**DATE:** April 2018  
**SALARY:** Competitive Package

## **Background**

Meridian IT is a global Managed Services Provider. The Group business operates from 9 countries. In the UK, Meridian IT has been providing IT solutions and services for the past 27 years. The four core service offerings are Integrated Cloud Services; Infrastructure Solutions; Software Development & Integration; and AI Services. The Company has a close relationship with a wide portfolio of customers ranging from mid-range businesses to FTSE 100 companies. As a result of recent rapid expansion, the role for Head of Service Management within the Managed Services Division has been created.

## **SUMMARY**

This is a senior role within the business and has a variety of responsibilities. In the first instance it is to provide customer facing service management, acting as the Managed Services customer advocate for contracted services. Ensuring that the technical teams are delivering the features/benefits and quality expected from us by our customers. Building a service relationship with customers that helps maintain customer contracts and provides business development opportunities for the business. Secondly, the role is key to the development of existing and new services and solutions which can be added to the Meridian IT portfolio.

Finally, Meridian IT's Managed Services Division will be based from its Cardiff offices which are based in Nantgarw. The Head of Service Management will be part of the team responsible for this location.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

The essential responsibilities of the Head of Service Management includes:-

### **Service Management**

- Service Delivery Management – customer interface
- Report generation and presentation
- Customer escalation management
- Business development into existing customers

### **Business Development**

- Managed Cloud Design
- Impact analysis on the customer and systems
- Impact analysis on our systems/infrastructure
- Internal systems planning/recommendations
- Assistance with strategy development
- Assistance with project planning and customer on-boarding process

## **Key Skills**

- 5 years of IT Managed Services service management
- Experience in managing Disaster Recovery Services
- Experience in managing Backup & Data Recovery Services
- Experience in managing Hosting and Cloud services
- Knowledge of Intel/Microsoft market
- Knowledge of Hypervisors, ie: VMWare, Veeam
- Knowledge or ability of Public Cloud Services
- Commercially astute
- Demonstrable professional approach to relationship building
- Excellent proposal writing and presentation skills
- Team player

## **Role Specific Responsibilities**

- Customer facing service reviews
- Developing close customer relationships
- Service report design & development
- Monthly service report process management
- Working with the A/C Managers on service improvement plans & service development
- Managing key vendor relationships
- Assist with solution design (not Solution Architecting)
- Working closely with Meridian IT Operation and Technical Consultants

## **Beneficial Skills**

- ITIL Service Management
- Negotiating skills

## **Personnel Skills**

- Good written and verbal communication skills.
- Good organisational and problem-solving skills.
- Demonstrate a high level of independent judgment and initiative.
- Be totally self-motivated and self-managed.

## **EDUCATION / EXPERIENCE**

- Degree level Education
- Service Management Trained

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