

IT Manager

ROLE PURPOSE

To ensure Instant's IT services, infrastructure and applications support the business and our client delivery. Managing the day to day IT service, working to ensure incidents/problems are resolved in a timely manner and business requests are prioritized and actioned efficiently. A key aspect of the role is to ensure any deficient IT service areas are highlighted and service improvements successfully delivered. As a large proportion of the IT environment is outsourced this will require liaison and management of 3rd party suppliers.

KEY RESPONSIBILITIES

- Ensure the BAU IT & telephony service performs as expected, supporting the operation and growth of The Instant Group
- Liaison with the business to understand their IT issues and requirements together with building effective relationships
- Management of 3rd party IT suppliers to ensure they perform and deliver to SLA's / as expected
- Highlighting and managing the delivery of IT service improvements (including cost reductions)
- Business systems application support and administration
- Hands-on trouble shooting of local IT issues and investigating of root cause analysis
- Ownership of IT business continuity, IT security and software license management
- Ensuring effective IT service availability and capacity management
- Support and assist with IT projects where required
- Ensuring key IT / business applications documentation and knowledge management is in place
- Ensuring new starters/leavers are on boarded / exited efficiently from an IT perspective
- Management of 1 ICT Technician

BACKGROUND AND EXPERIENCE

- Background as a Service desk analyst / systems administration / 2nd line support moving into an IT Manager / IT Service Manager ideally as your last role
- Previous experience of supporting Windows OS, Office365, Office, Active Directory, AV and finance/business applications
- Experience with server infrastructure and networking
- Experience of BI tools / SQL (ideal not essential)
- Demonstrable experience of working with and Managing 3rd party suppliers
- Previous experience of working in a highly pressurized office

KEY SKILLS AND COMPETENCIES

This role involves having the following key skills and competencies, namely:

- ITIL foundation certification
- Ideally previous certification of one or more: COMPTIA, MCSA, MCSE or CCNA
- Strong communicator - Effective user liaison to all levels of seniority, effective at building relationships
- Calm but positive and responsive under pressure
- Flexible self-starter
- Highly organized

MEASURES OF SUCCESS AND KEY STAKEHOLDERS

KPIs

- Positive feedback from the business (internal customers)
- Knowledge management
- IT Service levels met
- IT Service improvements delivered
- IT Projects delivered as agreed

Key stakeholders:

- Reporting to the Chief Technology Officer
- Liaison with all levels within the business including Chairman, CEO, CFO & MDs.

Working at Instant

About The Instant Group

Whether it's market volatility, AI, digital connectivity or the rise of the millennial, we are seeing fundamental changes in how and where we work. **These changes are accelerating.**

We are a workspace innovation company that enables our clients to navigate continual disruption with continual transformation. Our flexible workspace solutions inject enterprise agility, strengthen brands, attract talent, nurture collaboration, reduce cost and drive EBIT performance.

This moves beyond 'workspace as a service' to workspace as a platform for growth, creating unique environments where people, place and performance converge. The Instant Group is **Rethinking Workspace.**

Established in 1999, The Instant Group has achieved 23% compound growth over the past 4 years and continues to expand with private equity funding from MML Capital in 2012. It has offices around the world including London, Berlin, New York, Hong Kong and Sydney and employs more than 150 staff.

A business is only as good as its people

It's not all noses to the grind-stone though; Instant is a fun and dynamic place to work, where colleagues support one another and where the next social event is always just round the corner. We have been consistently rated as one of the best small companies to work for by the Sunday Times and are committed to continuing to make Instant a great place to build a career.

Instant is a values-driven organisation. We adopt and live by our values:

- We are passionately client focussed 24/7, 365
- We operate with integrity and a sense of fun
- We build long term client relationships based on trust
- We question convention with the desire to improve performance
- We collaborate in teams to create solutions that solve client problems
- We strive for excellence in all that we deliver
- We attract and develop the most talented people

We are a fast growing business with an exciting and vibrant atmosphere, where staff are encouraged to think for themselves and are rewarded for contributing to our success.

To support our ambitious growth plans, we want to attract and develop the best people – resourceful, committed individuals with relevant experience and a client-centric mindset.

The details

IT Manager



We pay market salaries and the right person will be offered a package according to their experience.

You will work 9am to 6pm Monday to Thursday and 9am to 4pm on Fridays.

For more information please contact Alice Mitchell:

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