

PR/118722 | IT Service Delivery Manager (FTC)

Job Information

Recruiter
JAC Recruitment UK

Job ID
1609295

Industry
IT Consulting

Job Type
Permanent Full-time

Location
United Kingdom

Salary
Negotiable, based on experience

Refreshed
November 17th, 2026 16:00

General Requirements

Minimum Experience Level
Over 10 years

Career Level
Mid Career

Minimum English Level
Business Level

Minimum Japanese Level
Basic Level

Minimum Education Level
Associate Degree/Diploma

Visa Status
No permission to work in Japan required

Job Description

Company: Retail Company

Position: IT Service Delivery Manager

Contract: 1-year fixed term contract

Location: London or Amsterdam (Hybrid)

Salary: 55,000 – 70,000 GBP + 10% Bonus

Job responsibilities:

1. Service Desk & Incident Management

- L1 triage & ownership: Act as regional L1 triage layer — validate severity/impact, capture data and route incidents to the correct resolver group, keeping knowledge and control within future autonomy.
- Major incident management: Coordinate major incidents end-to-end (e.g. authentication/M365 outages, store-down events), driving service vendor and other resolvers to resolution and clear user communication.
- Problem management: Turn recurring incidents into root-cause fixes and reduce avoidable demand.

2. Service Integration & Vendor SLA (SIAM)

- Vendor service integration: Own the day-to-day relationship with vendor for L1/L2 service desk, lifecycle/depot, major incident management and consultancy; run monthly service reviews and hold partners to SLA.
- Resolver-group coordination: Coordinate across Technology business (M365, identity, ServiceNow), our Business IT (transitional infra/EUC) and application/network/3PL vendors under a clear RACI.
- ServiceNow continuity: Ensure our workflows, routing, ownership and reporting are built and maintained in ServiceNow (with Plat4mation) — a key Day 1 risk area.

3. End-User Computing & Workplace

- Device lifecycle: Manage the end-to-end device lifecycle (Windows/Surface, mobile, iPad) to our Surface standard — procurement, build, deployment, refresh and secure disposal — coordinating with asset partners for the separation asset transfer.
- Workplace services: Own M365 workplace support (Outlook, Teams, Intune-managed devices), onboarding/offboarding (JML), print, access and conferencing across offices and showrooms.
- Asset management: Maintain an accurate asset register from ServiceNow/Intune covering user, device type, model, serial, status and location to support transfer and lifecycle management.

4. Retail & Store Support Experience

- Store support model: Define and run the store-facing support experience for several hundred retail users, ensuring fast, empathetic resolution for POS, connectivity and peripheral issues without on-site presence in every location.

5. Service Governance & Reporting

- SLA & experience reporting: Track SLA/KPI performance, aged tickets, repeat incidents, CSAT and readiness actions; produce clear management dashboards.
- Continual improvement: Drive ITIL-aligned continual service improvement and readiness reviews through cutover and hypercare.

Experience

- Service Management: 8+ years in IT service delivery / service desk management with strong ITIL-based incident, problem and change practice.
- ServiceNow: Hands-on ServiceNow experience — workflows, routing, reporting, and dashboards; able to help stand up/maintain our instance content.
- Vendor/SIAM: Proven vendor and SLA management, ideally integrating a managed service desk partner in a multi-supplier (SIAM) model.
- EUC&M365: Solid end-user computing and Microsoft 365 support (Entra ID, Intune, Teams/Outlook), JML and device lifecycle to a corporate hardware standard.
- Retail Support: Experience supporting multi-site retail users and stores, including POS and store peripherals, across multiple European countries.

We regret to inform applicants that only shortlisted candidates will be notified.

Thank you for understanding.

#LI-JACUK #UN

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Company Description