

PR/118722 | IT Service Delivery Manager (FTC)

募集職種

人材紹介会社
ジェイ エイ シー リクルートメント イギリス

求人ID
1609295

業種
ITコンサルティング

雇用形態
正社員

勤務地
イギリス

給与
経験考慮の上、応相談

更新日
2026年11月03日 03:00

応募必要条件

職務経験
10年以上

キャリアレベル
中途経験者レベル

英語レベル
ビジネス会話レベル

日本語レベル
基礎会話レベル

最終学歴
短大卒： 準学士号

現在のビザ
日本での就労許可は必要ありません

募集要項

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

Notice: By submitting an application for this position, you acknowledge and consent to the disclosure of your personal information to the Privacy Policy and Terms and Conditions, for the purpose of recruitment and candidate evaluation.

Privacy Policy Link: https://www.jac-recruitment.co.uk/privacy-policy
Terms and Conditions Link: https://www.jac-recruitment.co.uk/terms-of-use

会社説明