



An alternative career in finance

Senior IT Service Delivery Manager

Following strong organic growth we are on the lookout for bright individuals to join our team; individuals who are smart, motivated and want to deliver excellence in fund and corporate services.

Since our inception in 2001 we have placed a strong emphasis on the personal and professional development of our employees, providing an opportunity for individuals to truly progress and shine. This investment on the people behind our services has paid off and we are proud to have maintained an industry-leading employee retention rate since we began.

To find out more or apply, visit aztecgroupp.co.uk/careers, email careers@aztecgroupp.co.uk or call us on +44 (0) 1534 837562.

The Bright Alternative

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Aztec Group is an
ACCA Platinum Employer



AZTEC
GROUP

Job Description

Senior IT Service Delivery Manager

Initially Reporting to CIO

The purpose of this position is to manage all aspects of the Aztec Group's IT Service Delivery including Service Desk and Security Administration teams. Providing support across the Aztec Group with an emphasis on ITIL functions, managing the team, improving processes and ensuring IT provides a service focused capability to the business.

Key responsibilities:

- + Support the improvement, growth and implementation of service delivery processes that are robust and fit for purpose; establishing clear service levels that are aligned to the business requirements
- + Take a leading role in the commissioning, roll out and ongoing maintenance and improvement of the Group's new service delivery management tool *Ivanti*
- + Ensure that IT Service performance is measured and managed against best practice industry benchmarks, providing feedback / reporting to service consumers. Develop regular team reporting as part of the Group's monthly IT performance management report
- + Align team operations to the ITIL industry standard service framework, encouraging all team members to follow the ITIL accredited training providing a common standard of service, whilst developing team members for the future
- + Apply logical thinking, information gathering and analysis to formulate both short term day-to-day and longer-term service delivery plans, to identify and analyse options and assess feasibility and operational impacts
- + Build a central Service Desk that acts as a single point of contact for IT services consumed by the business
- + Be the point of escalation for IT support issues. Analyse and resolve persistent issues based on root cause analysis
- + Develop the Problem Management function to ensure a pro-active approach to Service Management
- + Act as the chair of the Change Approval Board
- + Manage the cost of service delivery in line with the agreed budget
- + Build a strong collaborative relationship with business users and stakeholders and gain a good understanding of the business needs that are supported by the services
- + Act as point of contact for internal and external audit activities

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- + Contribute across all disciplines to the senior operational management team forum

Skills, knowledge, expertise:

- + Previous practical IT Service Delivery Management experience within a financial services business, supported by a relevant professional qualification
- + Strong understanding of ITIL standards and proven experience of using them
- + A broad technical understanding of a wide range of platforms and technologies
- + Ability to lead, coach and mentor a team aligning to the Aztec Group values
- + Good understanding of technical principles
- + Strong internal and external communication and interpersonal skills, together with the ability to develop good working relationships within the business, the IT team and with other service providers
- + A positive and proactive approach to service delivery
- + Proven ability to quickly learn new information, processes and procedures
- + Proven ability to meet deadlines and identify and deal with problems
- + Travel to other jurisdictional offices will be required

You will need to be quick to learn new systems and great with people, as close working relationships between our colleagues and clients is at the heart of what we do.

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