# IT Support Manager

**Location:** Central London, WC2

**Salary:** Competitive

**Job Type:** Full-time

**Start date:** Immediate

**Job Role:**
The company are currently looking for an IT Support Manager providing a high level of technical support.The role is mostly hands on IT, however it will periodically involve projects in all parts of the business.

**Key Responsibilities:**

IT Support Manager will be responsible for implementing and maintaining all aspects of our clients technology. This includes daily support incidents, desktop and server troubleshooting, business continuity planning and execution,hardware/software installation and upgrades, new infrastructure build outs and relocations. IT Support Manager interface with high profile clients on a day to day basis thus requiring the highest level of presentation, communication and professionalism.

**Accountabilities & Deliverables**

- Establish a high level of service standards and operating policies/procedures for overall systems availability and individual system components.
- Identify and track key metrics, oversee task execution, and create/implement/monitor strategy to continuously improve individual and department performance.
- Running the service desk and resolving support calls and ensuring all calls are followed through by your team members.
- Lead, motivate and drive the performance of the internal support team.
- Responsible for assigning work items, training and coaching of team members, conducting performance reviews, and holding team members accountable for optimally performing  their duties.
- Cover day to day IT client support when needed.
- Facilitate regular team meetings to cascade relevant business information and ensure all team members are briefed on company communications.
- Develop and maintain close working relationships and interaction with Networklife Management and Clients.
- Regular communications with customers and ensure they are satisfied with IT service levels.
- Develop both the technical and customer service skills of all members of the team.
- Assist the support team with daily activities (i.e. part of team, hands-on involvement, technical guidance and leadership).

- Undertake performance appraisals for the assessment and development of staff within the IT Service Desk team including their technical and professional skills.

- Firm management of vendors and suppliers. Hold them accountable and drive for results.

- Create and maintain documentation and diagrams of office infrastructure, underlying services and systems.

- Periodically review appropriateness of technologies used, provide recommendations and drive the implementation of improvements.

- Responsible for managing hardware procurement.

### Core Skills, Knowledge and Attributes

- Significant experience in a similar Corporate IT Support Manager role.

- Extensive overall IT experience.

- MCSE qualification and/or related degrees.

- Skilled in hardware performance monitoring, analysis and capacity planning.

- Strong knowledge of Enterprise Active Directory topologies and Exchange 2010/2013 systems.

- Network and application security.Threat management gateway,Email scanning technologies.

- Excellent man management skills with the ability to manage a diverse group of people in a busy and fast paced environment. The ability to deal with conflict and work under pressure.

- Experience with implementing new processes and following through with required disciplines

- Excellent collaboration and communication/interpersonal skills.

- Strong customer service ethics and sense of urgency

- Strong leadership skills and drive for results. Ability to perform well in team environments.

- Demonstrates and acts as a role model for the Networklife Group values and behaviours.

- Ability to effectively delegate work and hold team members accountable to deliver.

- Quick turnaround on instructions or requests from senior management.

- Ability to remain calm and collected in pressure situations to allow constructive guidance to the team and also communicate effectively to stakeholders.

- Ability to deliver and coordinate projects within tight deadlines.General understanding of project management methodologies.

- Excellent problem solving skills.Willingness to learn, explore new ideas and innovate.

- Excellent attention to detail.A proactive, flexible and adaptable approach.

- Ability to work outside of standard working hours as and when required.

### Technical Requirements:

- 2008/ 2012 Server; Advance level of exposure, including permissions & good level of understanding of Active Directory
- Deploying networks and Routers, DSL, firewalls, hardware and software VPN.Site to site VPN
- Email and Spam troubleshooting- Building Servers and Workstations
- Data Backup and Disaster Recovery with Symantec Backup Exec, Acronis, Disk Image,wmware,Nas Servers.Disaster Recovery.
- Knowledge of the SAGE,CRM,ERP software system would be an advantage
- Understanding of networking concepts: TCP/IP, LAN/WAN, DHCP, DNS
- Advance Knowledge of Mac Operation Systems, Windows XP/7/8,Windows SQL Server, Windows Server 2003/2008/2012.
- Advance Knowledge of Desktop & Server virtualization.Hyper-V,WMware etc
- Exchange 2010/2013,Office 2010.2013,365 Hosted Exchange Platform, IPAD,IPHONE, Blackberry.
- Advance Knowledge of Routing, Switching,Firewalls and VLAN`s
- Advance Knowledge of ITIL and Helpdesk Systems.

**The Company**
Computer Clinic IT Solutions & Networklife Group specialises in providing expert IT support services to small and medium businesses in UK

**Founded:** 2009
**Global Headquarters:** London, UK
Clients: Over hundreds of companies from sectors including finance, professional services, Property, education, charities and membership organisations.

**Services:**
IT Support
Emergency IT Support
Network Consultancy
Mobile Working Consultancy
Network Security
Disaster Recovery Consultancy
Security Consultancy
Business Intelligence Solutions
Hosted Telephone Systems
Installation & Maintenance of Business Telephone Systems,
VoIP & Hosted IP Telephony
CAT5e & CAT6 Structured Cabling, CCTV & Alarms
Provision of ISDN2e, ISDN30, ADSL, SDSL, Leased Lines
E-pos Systems - Cloud E-POS,CC Payment Services,PDQ Installation and support.