Head of IT Service Delivery

Bud Systems is the exciting and fast-growing name in the apprenticeship sector. Bud's software is a powerful and intuitive apprenticeship management platform, designed to simplify the delivery of apprenticeships and bring the many processes together within a single, intuitive software platform.

Since launching to the market Bud has been growing fast, with three of the Top 10 apprenticeship providers partnering with us in the last 12 months. To support our growth in 2020 we're continuing to build our team of brilliant people.

Role Description

As our Head of IT Service Delivery, your primary responsibility will be operating and managing Bud's live platform deliver a high level of service to stakeholders within a high paced environment. You'll be ensuring the satisfaction of Bud's clients by working closely with the development and account teams in ensuring contracted service levels are met.

You will be actively involved in the day-to-day questions coming through into the Support team. You will be the first point of escalation for issues arising from your team and the clients. You'll form a critical part of our delivery team and will play a key role in the management team responsible for our technical and customer success.

You will lead and develop a small but growing team providing the L1 & L2 service to our clients.

You will be responsible, and look to continually improve, the service delivered through enhancements to IT service management processes including Incident, Problem, Change and importantly continuing to improve the knowledge base associated with the platform.

You will be responsible for:

> Incident, Problem and Change processes and their continued improvement
>
> Interfacing with key stakeholders on a regular basis
>
> Manage service desk Policies, SLA's and Management Information with customers
>
> Service Management Reporting, reporting on the status of the Service Management processes with any impending enhancements, as well as any outstanding Problems
>
> Provide regular and accurate management reporting on IT Service performance
>
> Provide trend analysis reporting demonstrating, the average time spent on tickets per week.

The role is stimulating, fast-paced, and with no two days the same; it can be demanding but also rewarding and developmental. You'll be part of a small, fun, professional team in a business that's growing quickly.

We are looking for:

A track record of success in delivering IT Service Management, ideally ITIL qualified

Leading a team of L1 & L2 resources

Demonstrable service management skills

Strong oral and written communication, organisation and project management skills

Worked with Azure-based SaaS products would be useful

Experience with ZenDesk

Experience with defining and implementing service management process

Inquisitive, great at analysing and solving problems

Good with customers, collaborative, flexible, professional, assertive, pro-active, commercial outlook

Benefits:

A salary in the range £45,000 - £50,000 + Benefits

Be part of an exciting company growing quickly, using the latest technology

Work in a fantastic modern workspace in Bristol with free access to a gym and classes

Regular social events

Private healthcare