# Support & Delivery Lead
# (Permanent)
# Location: Naas, Co Kildare

**Company Profile:**

OpenSky a European challenger brand to the large global software consultancies, delivering innovation across Government, Transport, Environment and Health sectors in the Ireland and the UK.

Due to continued business growth, OpenSky has a new role for a Support & Delivery Lead in the Enterprise Support Services division based in Naas, Co Kildare on a permanent basis. You will form part of a high-performance team, working together to deliver projects of national and international importance changing the way large Business and Governments work.

This an excellent opportunity for an experienced professional to further develop your skills and experience in an international working environment with:

- Enterprise level clients and Microsoft technology solutions
- Variety of technologies, .NET, Azure, CRM, Power Platform, Data technologies, and more...
- Mission critical solutions, many of **national importance**, for government departments and local authorities from Health, to Transport to Housing.
- Multi-directional technical collaboration – developers, QA, consultants, project teams, senior managers, client managers, client IT teams, and more...
- Wide variety of options for career growth, supported by **company sponsored** certifications, skills development and education and a **culture of progression** and individual growth

**Why Join our Team:**

OpenSky is a dynamic, exciting place to work. We hire exceptional people, and every one of them is empowered to think independently, take initiative and be innovative in their job. We are committed to ensuring that our performance and reward strategies are designed to effectively support our employees at every opportunity and offers an excellent work-life balance.

At OpenSky our employees enjoy the creative, agile and meaningful work they do, the resources and technology they have access to and the benefits we offer. The projects we work on make a real difference, and that's what makes us distinct in our industry. This very factor means that our employees get to work with the latest and emerging technologies.

We've built a truly unique culture here at OpenSky, where our employees are always learning, challenged with interesting projects and rewarded with fantastic benefits. We attract talented

individuals from a wide range of cultural, geographic and educational backgrounds whom bring with them a rich variety of skills and experiences.

Our plan is simple; we hire the best people whom possess the skills, talent, expertise, experience and motivation that we require and when we find them, we help them grow, develop and achieve their goals.

The values we share help us to thrive and succeed, both as individuals and as a team. If you share those values, you'll fit right in!

## The Job:

OpenSky Data Systems are seeking an experienced and technically proficient Support & Delivery Lead who will be accountable for managing service delivery for software systems to one or more client accounts, in a permanent role based in Naas, Co. Kildare. Reporting into the Head Enterprise Support Services, the ideal candidate will ensure the smooth every day running of customer support issues, ensuring that SLA's are met and that quality targets are reached and maintained.

## Responsibilities:

- Responsible for the management of IT Project Support Changes within the organisation for business users, assessing suitability, value for money, impact and risk
- Managing all changes in supplier service scope and ensure formal change control methods are defined, understood and adhered to
- Provides expert problem management support to difficult, high profile customer software issues and ensures root-cause analysis is conducted and a corrective action plan is followed through with any learning applied for future benefit
- Work with the Support Team, Project Management Team and customers to implement service delivery requirements
- Implement release management for software systems to production including liaison with QA and development team Project manager
- Verification of systems with QA prior to production release
- Ensuring that key IT and operational procedures are agreed with business users, service partners and suppliers and are documented and followed
- To troubleshoot areas of poor performance and identify effective solutions to resolve issues both in the immediate and longer term
- Ensures and monitors that processes are in place to pro-actively protect consistent service quality through rigorous management of change control and acceptance into service procedures
- Drives Continuous Improvement to quantitatively and qualitatively improve costs, quality, and service
- Ensures application software quality. Establishes and manages systems for "right first time" performance
- To develop, roll-out and ensure adherence to Processes and Standards to meet internal and external customers

## Skills Required:

- Strong client focus – ability to operate at prime customer contact level
- Prior customer service role is imperative

- Ability to ensure systems are delivered to Customer requirements
- Organised with advanced documentation skills
- Strong communicator at all levels
- Technically proficient
- Systemic problem solver, implementing solutions to solve root cause problems
- Excellent time management, organisation and prioritisation skills
- Able to handle multiple, complex priorities and balance the needs of each according to business impact
- Sets expectations, tracks and communicates results, and creates environment for accountability for results and actions
- Highly organised with ability to multi-task, work to deadlines and deliver under pressure
- Open-minded, proactive self-motivated team member
- Self-confident individual with strong interpersonal and communication skills

## Key Requirements:

- Technical support experience essential
- Experience or strong knowledge of the Software Development Life Cycle (SDLC)
- Relevant university degree and/or professional qualifications
- Systems and IT literate
- Excellent communication, customer service and interpersonal skills
- Good level of English, both spoken and written
- Ability to troubleshoot and attention to detail is essential

## Personal Skills:

- Ability to Travel
- Excellent communication skills in both written and verbal English
- Ability to interface with clients in a professional and efficient manner
- Excellent business process awareness

*The above statements are not an exhaustive list*

## What we Offer:

You will form part of a high-performance team, working together to deliver projects of national and international importance changing the way large Business and Governments work.

- Competitive Salary – market adjusted
- Continuous Professional Development
- Education Assistance Programme
- Company Pension
- Incremental Increases in Annual Leave
- Employee Assistance Programme (EAP)
- Annual Health Screening
- Employee Referral Scheme
- Ethical Employer
- Friendly, fast paced atmosphere
- International working environment in a growing company
- Work with innovative technologies & solutions

- Microsoft Dynamics & Personal development programmes

*Please note we do not require the assistance of third parties*

**OpenSky Data Systems is an equal opportunities employer**