

Support Manager – Enterprise Support Services Division

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 business growth, OpenSky has a new role for a Support Manager in the Enterprise Support Services division based in Naas, Co Kildare. 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.

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:

As a management role, reporting to the Head of Enterprise Support Services, the Support Manager is accountable for managing and coordinating the Support Services team in the provision of primary ICT support services to our Customers and increasing the value of the customer to OpenSky.

The role requires delivery of support services and management of customer expectations in line with agreed service levels and response times as well as provision of KPI and trend information to Senior Management both ad-hoc and on a regular basis with a strong focus on continuous improvement. In addition, the role requires you to identify and drive opportunities for customers to expand the value they get from OpenSky's digital services.

The role provides leadership and guidance to coach, motivate and lead team members to their optimum performance levels and career development.

Principal Accountabilities:

- Oversee, manage and own Incidents, Requests, Problems, and Changes in adherence to ITIL framework in the delivery of support services to both ICT and business stakeholders.
- Manage relationships with business stakeholders and coordinate support activities, including urgent and complex support issues in the role of incident manager for major ICT support incidents.
- Contribute to departmental budgeting, expenditure control, cost containment/reduction, particularly for support related projects and initiatives.
- Develop, update and maintain ICT support and technical documentation in accordance with organisation standards.
- Drive new opportunities to customers through enhancements to existing systems and identifying new support opportunities.
- Manage and monitor Support processes and ensure ongoing process efficiency through analysis and driving process improvements as required
- Promote a quality and risk management culture in contributing to information systems delivery through the development of appropriate quality and risk strategies, supported by 'best practice' tools, methodologies and performance measures, in particular for quality outcomes and data protection measures.
- Coach and mentor Support team members in their personal and professional career development through agreed Personal Development plans.

Knowledge Required:

- Bachelor Degree in Computing, Engineering or equivalent
- Excellent problem solving skills
- Knowledge of ITIL/Service Management frameworks implementation
- Technical knowledge of general ICT Services and Microsoft based (.NET / Dynamics CRM) applications
- Certification in relevant IT products/technologies or equivalent experience
- Information Technology Infrastructure Library (ITIL) certification or significant knowledge thereof
- GDPR / Data Protection certification or significant knowledge thereof

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Experience Required:

- Minimum of 5 years' experience in a similar role
- Experience in implementing ITIL/Service Management Frameworks
- Experience in a dynamic medium-large sized environment

Skills Required:

- Technical knowledge
- Excellent organisation and problem solving
- Supportive leadership
- Relationship management
- Senior stakeholder engagement
- Customer focussed; ability to interface with clients in a professional and efficient manner
- Team Management
- People and career management
- Conflict resolution and negotiation
- Excellent communication skills in both written and verbal English
- Motivation
- Decision making
- Excellent business process awareness
- Ability to Travel

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