

Job title	IT Operations Manager
Reporting to	IT Director
location	Kirkby In Ashfield
Job summary	<p>Svella Connect is a leading provider of telecoms and digital infrastructure, building and installing high-speed broadband networks to help connect businesses and residents with full-fibre internet. With depots in Warrington, Leeds and Kirkby in Ashfield, Nottinghamshire, we are a leading contractor for telecoms and internet providers such as Virgin Media and Openreach – and carry out a range of projects across Yorkshire, Midlands and the North West.</p> <p>Our vision is to be the employer of choice in the industry by investing in long-term growth, introducing technology, innovation and developing efficient ways of working to ensure excellent service for our clients and their customers.</p> <p>What you will be doing day to day</p> <ul style="list-style-type: none"> • Provide leadership for the IT Operations team. Ensure the team is working to its highest level of capability and that performance is consistent • Manage the service desk team activity to ensure the highest possible levels of availability are achieved • Design, implement and provide oversight for a range of service management processes and controls in line with the target operating model for technology • Oversee all IT Operations requests, incidents, and problems • Overseeing the ongoing development of Information security policies and processes, ensuring robust controls are in place and that all products and services are built and maintained to the highest possible security standard • Manage a team of 3 direct reports • Manage Fortinet security suite including NGFWs, switches and security appliances. • Manage Azure Environment including, but not limited to: <ul style="list-style-type: none"> ○ Virtual Machines ○ Virtual Networks ○ Local Network Gateways ○ Storage Accounts ○ Azure Active Directory • Manage on premise infrastructure including <ul style="list-style-type: none"> ○ Microsoft Servers ○ Cisco UCS ○ NetApp ○ Synology/QNAP NAS ○ Fortinet NGFW ○ Fortinet Switches ○ Fortinet Wireless Access Points • Manage Microsoft 365 tenant <ul style="list-style-type: none"> ○ Exchange Online ○ SharePoint

	<ul style="list-style-type: none"> ○ Teams ○ Endpoint Manager ○ Security ○ Compliance ○ Power Automate ● Manage ITSM suite ○ Service Desk ticket system ○ AD Audit tools ○ AD Management tools ○ Unified Endpoint Management System ● Manage Service Delivery processes and documentation ○ Incident management ○ Problem Management ○ Change Management
Skills, qualifications and experience required	<p>Skills:</p> <ul style="list-style-type: none"> ● A proven ability to work in collaboration with multiple third-party suppliers and managed service partners ● Be able to demonstrate a working knowledge of the Technology ITIL framework ● Be able to demonstrate evidence of delivering successful target operating model and process improvements ● Experience of working in an ISO27001 control framework or similar would be preferred
Salary & Benefits	<ul style="list-style-type: none"> ● Competitive Salary ● 25 days holiday + bank holidays ● Employee Assistance Program (discount from high street retailers) ● Private healthcare ● Part remote working ● Free eye test vouchers ● 3x life assurance ● 5% enhanced pension contribution ● Annual salary reviews
Applications	<p>All applications in writing, including full CV to: recruitment@svellaconnect.com or please visit our candidate portal via our website https://www.svellaconnect.com/careers</p> <p>At Svella, we are committed to creating inclusive opportunities for all our employees. We encourage applicants from all backgrounds to reflect the communities in which we operate and serve, and the customers we support. Please do let us know should you require any reasonable adjustments during any part of the application process.</p>