



DB Systel Vacancy

HR 06/19

Job: Head of Customer Technical Delivery

Location: Doncaster Lakeside

Salary: Indicative salary depending upon experience £ 70,000 - £ 75,000

The Company

DB Systel UK provides IT services to both internal and external DB customers. Our services include public and private Cloud compute, storage and backup, alongside service desk, networking, security and project management all operating within the ITIL framework. Our Customers are currently located within the UK and Continental Europe.

The Business is part of the Deutsche Bahn German Logistics and Transport Group which employs 300,000 people worldwide and has a turnover of 34 Billion pounds. DB Systel UK is a growing Business currently employing approximately 50 full time Employees, enabling it to offer the flexibility and speed of a small Business with the security and facilities of a large multinational.

The Job

The purpose of this role is to provide, manage and lead the DB Systel UK Operations and Project Delivery functions which provides the point of contact for day to day operational support and in addition the delivery of customer specific project delivery. This covers all DB Systel UK services within the public & private and community cloud, services operated by DB Systel UK on behalf of its international clients.

The Head of Customer Technical Delivery plays a vital role in ensuring that the day-to-day Customer and DB Systel UK IT Infrastructure operates trouble free and within the performance parameters set for our customer contracts. Additionally, the environment (predominantly VMWare and Windows with a small amount of Oracle Hypervisor and Linux) must be operated in line with ITIL best practices such that clients can feel confident that their Infrastructure is in the best possible hands. Project are delivered according to our project methodology (aligned to Prince 2) to ensure the same confidence is achieved. The customers interact via a 24hrs service desk which also act as the communications point for major incidents and small work tasks. IMACS, problem and change management are also provided from within this department.

The manager will be the escalation point for resolution of operational issues and resolution whilst assisting maintaining the security and relevance of the products used in line with DB policies. The role would suit a mature, level headed, enthusiastic and experienced manager with a deep understanding of how infrastructure is designed and built, projects are delivered but most importantly how the two interact and co-operate with each other for the benefit of our customers.

The job holder will be expected to promote a working environment which encourages team work, energy and creativity. To achieve this, they should have strong leadership and excellent problem-solving skills along with good communication skills at all levels.

Responsibilities:

The following are deemed key job responsibility areas

- Maintain and enhance a vibrant Projects and Operations team by communicating employee job expectations; planning, monitoring, and appraising job roles through coaching, counselling employees; initiating, coordinating, and enforcing systems through appropriate policies, processes and procedures.
- Provide, promote and enhance the Service Desk function by meeting customer SLA's and by providing transparent statistics on the current Operational Service Levels
- Ensure Problem Management and Change Management are inbuilt into all operational processes such that all changes are risk assessed, managed and reported so the customer feels confident in the way DB Systel UK conducts its operational changes
- Projects must be delivered in a controlled and timely manner according to the DB Systel UK's project management methodology, again giving the customer confidence that their projects are in good hands.
- Maintain customer backups & recovery, Anti-Virus definitions and any Infrastructure components which are not covered by the Core Infrastructure Team
- Ensure all configurations are appropriately backed up and stored. Including the ability to recover such configurations in the event of component failure.
- Conduct Capacity Management to ensure servers have the appropriate capacity and changes are approved and documented as per customer contractual requirements.
- Ensure all devices either DB Systel UK or otherwise are held within the CMDB and appropriately monitored through Solarwinds or manufacturer specific software.
- Conduct research and make recommendations on infrastructure products, services, protocols, and standards in particularly the use and adoption of AWS cloud services.
- Negotiate with vendors, outsourcers, or suppliers to ensure all Project and Operational components deliver as expected, including service reviews and development workshops.
- Deliver where possible zero human touch solutions to ensure Infrastructure benefits from the reduction in human error.
- Ensure the Operations team provides 1st & 2nd line support of client estate in-line with contractual SLA and priority response.
- Ensure and maintain all necessary documentation on the interaction \ configuration of Operational support components.

Required Technical Skillsets & Experience:

- At least 5 years' experience in an Operational & Project Management role or similar managed service environment, ideally educated to degree level in the field of computer science or information systems
- ITIL Foundation minimum
- Prince Project Management or other Project Management experience \ qualification
- Experience / operational knowledge of Citrix XenApp, VMWare, NetApp storage experience including various Microsoft server operating systems.
- Experience / operational knowledge of Active directory structure with multiple domains and associated domain infrastructure services (DNS / DHCP / Certification services etc)

- Use of ITSM toolsets (preferably Cherwell)
- Use of monitoring toolsets such as SolarWinds or similar.
- Good understanding of the issues, constraints and inter dependencies of Infrastructure components e.g. hardware platforms, networking, storage and in particular AWS Cloud such that Operational changes can be seen, addressed as either part of the customer Incident process or Pro-active Problem Management.
- Have a desire to implement a move to automated service provision by the use of DevOps principles allowing the customer to electronically order DB Systel UK Services.
- Understanding of preparing, building and implementing Disaster Recovery plans

The Successful Candidate

We are not requiring formal academic or professional qualifications, although a degree in a computer related subject would be an advantage, however we are looking for the following:

- Strong management and leadership skills
 - Ability to work under pressure and prioritize workloads successfully
 - Excellent interpersonal, client and communication skills - the ability to simplify and succinctly communicate complex ideas and scenarios
 - The commitment and passion to stay on top of technical developments for you own benefit and to retain the respect of the team
 - The ability to present technical concepts in an authoritative and clear manner
 - The ability to effectively delegate tasks and serve as an integrator of efforts necessary for multiple skillsets within the team to produce a coherent product
 - The ability to influence others and build trust
 - Adaptability and flexibility
 - Very good listening skills
 - Cordial and professional
 - Tolerance for ambiguity
 - Good sense of humour
 - Open and honest
 - Highly organised
 - Politically astute
 - Team Player
- Travel between sites in the UK may be required with occasional overseas travel to Group Headquarters (Germany) Work 'Out of Hours' and be part of a 'on call' support rota.
 - Hold a UK driving license.

Employee Benefits.

We are a relatively young business and with a wide age and experience range. We work hard and enjoy life, so a sense of humour and not taking yourself too seriously are the secrets of success. We have an on-site Gym and Staff Restaurant serving breakfast and lunch. We offer a flexi time system to help our staff balance work with personal life and actively discourage presenteeism.

We offer what to us, we think every Employer should. Our standard working week is 37 hours. 25 Company days holiday, plus 8 statutory days on joining, a matching contributory defined contribution pension scheme and an employee benefits and salary sacrifice scheme. There is a generous sick pay scheme available after six months with the company.

We provide free secure car parking and a complementary courtesy bus service to Doncaster Rail / Bus station if you prefer to use public transport.

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