

Position Description:

Service Delivery Manager

Short Description

This dynamic, fast growing Managed Services company is seeking an experienced and business focused Service Delivery Manager. This is a senior executive role based in our Head office in Brisbane, reporting to the General Manager, and managing a team of IT professionals.

The company currently has 16 staff delivering IT Managed Services in multiple locations throughout Australia. This is a new role to support strong growth in 2020 and beyond and therefore you will also support and play a pivotal role in securing additional sales, as well as contribute as a senior leader within the Company who is committed to the development of our culture and achievement of sustained profitable growth.

About Mach Technology

Mach Technology (www.mach.com.au) was founded in 2005 and is a highly successful and solid growth technology solutions company. Our point of difference is our 'challenger brand' and commitment to quality, innovation and finding new ways to solve business problems.

Mach Technology has developed a nationally recognised specialisation in the design and application of next generation technologies that deliver compelling value for money; in particular next generation Software as a Service (SaaS) and Infrastructure as a Service (IaaS) platforms that leverage Open Source software with leading commercial software. This capability is deployed both internally (e.g. our business systems platform, our four Data Centre hosting facilities across Australia, USA and UK, our R&D activities, etc) and externally to our many clients.

We are also leaders at deploying Microsoft based technology and other commercial source enterprise software applications onto and into our proven, next-generation Cloud platform.

The Role

This is a permanent employee position ideally suited to a highly motivated senior technology professional seeking, in addition to managing the service delivery of many outsourcing contracts and projects, a leadership role that will shape Mach Technology's next-generation technology platform and associated service offerings and solutions.

The applicant will have most or all of the following qualities, which will be required in the position to be successful:

- Strong and confident leader, able to skilfully build strategic client relationships and leverage this to satisfy both Mach's and the client's requirements;
- An exceptional customer service orientation, strong interpersonal skills and a high level of self-motivation;
- Exceptional time management with the ability to cope with pressure, prioritise workload and meet agreed timetables both individually, and as a leader of a team with other staff are working under your direction;
- Strong team management skills and understanding of project management principles;
- An ability to manage multiple high priority initiatives in a fast paced, highly technical environment;
- Expert understanding of Service Delivery Management and ITIL, and proven experience in managing commercial ICT outsourcing contracts with SLAs and commercial penalties for failure;
- Oversee 24/7 operations and systems, including responsibility for the Service Desk function;
- Entrepreneurial spirit and a capacity to contribute to the sustained growth of the company;

- Tertiary degree or relevant technical certifications; and
- An exceptional work ethic and the highest levels of integrity.

In addition, the successful applicant should possess:

- Bachelor's degree in: Computer Technology, Information Technology or relevant field;
- ITIL qualifications; and
- A minimum of 10 years of related technical and managerial experience in an IT Managed Services environment.

Desirable Experience:

- Experience building or operating Data Centres; and
- Experience working in a workspace that leads from a ground up approach using process as the core fundamental building block.

This is the ideal role for an experienced and ambitious IT Service Delivery Manager desirous of career growth, supported by the company's commitment to ongoing training and personal development.

Please submit your CV with a covering letter to jobs@mach.com.au

<u>Internal Ref</u>	Mach_077
<u>Name of Advertiser</u>	Mach Technology
<u>Contact Details</u>	Andrew Curtin – General Manager
<u>Salary</u>	Negotiable (based on the individual's skills, experience and potential)