

IT Engineering Services Manager



Job Title:	IT Engineering Service Manager
Company:	Abtec Network Systems Ltd
Department:	Technical
Location:	Market Harborough, Leicestershire
Salary:	£40,000 - £50,000 depending on experience and company profit share
Website:	www.abtecnet.com

Company Background:

Abtec Network Systems is a leading managed service provider, supplying businesses across the UK with cloud services, networks, and IT infrastructure.

Job Summary:

We are seeking a proactive and experienced team manager to oversee our service delivery operations. The ideal candidate will possess strong leadership skills, a customer-centric mindset, and a proven track record of successfully managing service contracts and technical teams.

Key Responsibilities:

- **Team Leadership:** Lead and manage a team of IT engineers, including both dedicated and shared-service resources, fostering a collaborative and high-performing work environment.
- **Service Contract Delivery:** Ensure the successful delivery of service contracts, consistently meeting SLAs and exceeding client expectations.
- **Reporting:** Provide accurate and timely reporting on contracts both internally and externally, adhering to established standards and guidelines.
- **Risk Management:** Identify, track, and manage risks associated with service delivery, proposing remedial activities to mitigate risks effectively.
- **Client Relationship Management:** Manage client relationship, ensuring open communication, addressing concerns promptly, and identifying opportunities for business growth.
- **Service Delivery Planning:** Plan, schedule, monitor, and report against service delivery targets, ensuring alignment with client needs and organisational goals.

Experience requirements:

- Proven ability to build rapport, consensus, and clear expectations with team members and client stakeholders.

Abtec Network Systems Ltd

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IT Engineering Services Manager



- Excellent communication and interpersonal skills, with the ability to prioritise issues and proactively communicate in a dynamic environment.
- Self-motivated and able to work independently with minimal supervision.
- Strong project management skills, with experience managing projects, issues, and milestones.
- Proficiency in Microsoft Office tools.
- Experience in IT-related fields, with a strong understanding of technical infrastructures and networking.
- Familiarity with IT outsourcing and experience liaising with other teams or departments to deliver technical requirements.

An ideal candidate must also have the following:

- Full UK driving license
- Eligible to work in the UK
- Current Passport holder

Why work at Abtec?

- Attractive salary
- Company profit share
- Pension
- Free on-site parking

If you are passionate about leading technical teams and delivering outstanding service to clients, we encourage you to apply for this exciting opportunity. Join us in driving excellence in IT engineering services.

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