



# Client Services Tools Administrator Lakeside

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**Precision.  
Engineered.  
Through our people, products and  
service.**

IMI Precision Engineering is a world leader in motion and fluid control technologies. Wherever precision, speed and engineering reliability are essential; we deliver exceptional solutions which improve the productivity and efficiency of our customers' equipment.

As a business, we aim to UNDERSTAND our customers' challenges. We then CONNECT our products, people and expertise in order to DELIVER exceptional service and solutions. These IMPROVE the performance of our customers' machinery. We call this Engineering GREAT, and we deliver it to customers through a world-class portfolio of high performance products, through close partnerships and problem-solving, and through a global network of support which ensures reliable local delivery, all over the world.

Engineering GREAT is our vision – help us get there.

## Job purpose

You will be responsible for the administration, management and operation of the key Client Services Tools including but not limited to SCCM 2012, Adaptiva and ServiceNow. You will act as a divisional contact for group systems/tools for example Box, BlueJeans and the IMI Global Intranet.

This position is operationally responsible for ensuring the availability, integrity, and continued operation of for all end point solutions. This role has a strong focus on ServiceNow maintenance, development and reporting.

## Location Lakeside

### What we're looking for

- Strong Service Management experience
- Strong knowledge of Incident, Problem and Change Management Processes
- Experience owning processes and applying governance.
- Demonstrated ability to manage systems in a matrix & global organization.
- Experience applying and embedding best practice across existing processes
- Microsoft SCCM 2012 / Adaptiva experience
- Microsoft Intune/Mobile Device Management experience
- Management of Group Policy
- Project management experience.
- Strong problem solving and analytical skills.
- Maintain key vendor relationships
- Technical leadership – ability to agree approach, implement and ensure compliance
- ServiceNow management
- ITIL Foundation v3 essential

## Find out more

**If you feel that you could be the person we're looking for please submit your application by 24<sup>th</sup> November 2017**

Charlotte Stanton – HR Business Partner. IMI Precision Engineering – 4060 Lakeside, Solihull Parkway, Birmingham Business Park, Birmingham, B37 7XZ

**IMI**  
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