Client Services Leader
Lakeside

Be part of something GREAT

**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 strategic direction, architecture and operational standards & policies of the global end point services including ServiceNow, CMDB, service monitoring, trend analysis, SCCM standards and delivery of ITIL service management.

You will lead the Client Services Virtual Competency Centre which is the central team for defining and delivering a high-performance end point services.

This position is both strategically and operationally responsible for ensuring the availability, integrity, administration, and security for all end point solutions leading a matrixed organization of both direct and indirect reports.

Location
Lakeside

What we're looking for
- Strong Service Management experience ITIL
- Strong knowledge of Major Incident Management and Problem Management procedures
- Proven experience in a senior IT technical leadership role.
- Must demonstrate exceptional communications skills, appropriate for a broad range audience.
- Proven experience in leading a global diverse team within the manufacturing industry
- Project management experience including concept to implementation.
- Proven experience in transforming and optimising fragmented desktop services service to an optimised client services shared service model
- Hands on Leadership of a technical team able to get into the detail and step back
- ServiceNow management and development
- Vendor management at an enterprise level

Find out more

If you feel that you could be the person we're looking for please submit your application by 8th December 2017

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

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