

Technical Delivery Manager (ICT Support)

Location: Site Based/Leeds

Due to business expansion an exciting opportunity has arisen for a Technical Delivery Manager to join our dynamic team.

Concorde are one of the UK's most successful independent, IT, Cloud & Managed Services Providers. We have over 2500 customers throughout the UK and over 70 colleagues in the Concorde family. We have over £14m Group Revenues and rising.

We have a beautifully balanced business split across four main focus areas of

Technology Solutions

Cyber Security

Cloud Solutions

Communications

Our divisions align a wide range of services and products to give our customers greater depth, focus and flexibility in the areas we feel would be critical to our customer's growth and development ambitions over the coming years.

Taking advantage of our 32 years in business, our people and services have experienced a lot of change and developments within our sector, but we feel that packaging this experience in easily identifiable and recognisable offerings will assist us in providing you and your business the right information, with the right people at the right time.

We do not manufacture anything here at Concorde we are a Managed Services Company that trades on its reputation, One that we are exceptionally proud of and as many of our customer's that have been with us for over 32 years will bear testament too.

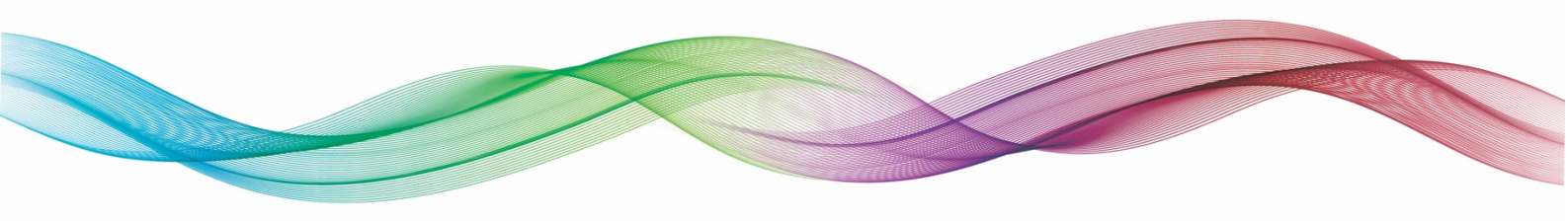
Investment in the talent, skill and dedication of our people translates into world class customer service making sure we deliver it on time, every time, all of the time.

This is an opportunity to join a successful company at the right time, ahead of further successful growth, and be instrumental in the guiding and developing technical excellence.

Brief Role Description:

Concorde Technology Group are looking to recruit a candidate to join our existing management team as a Technical Delivery Manager within the ICT support team, this role is site based in Leeds.

We are looking for candidates that have experience of IT project and IT support-based activities, typically working as a senior / lead engineering role or a previous managerial role. The candidate will be responsible for the effective delivery of business IT projects, typically planning, documenting and managing the resource to deliver IT projects effectively in order to achieve business goals.



Responsibilities for the role may include some of the following:

- To be responsible for effective Project delivery
- The ability to communicate technical issues to a non-technical audience
- Keeping project plans / documentation up to date
- To meet with and provide key stakeholders with effective communication regarding new / in life projects
- End to end ownership of all Projects and Internal developments through to closure
- Ability to provide a positive technical support experience
- Build strong relationships through effective methods of communication
- Identify and work towards service improvements
- Assess, prioritize and manage workload ensuring team goals are achieved

Skills, Knowledge and Experience (Desirable):

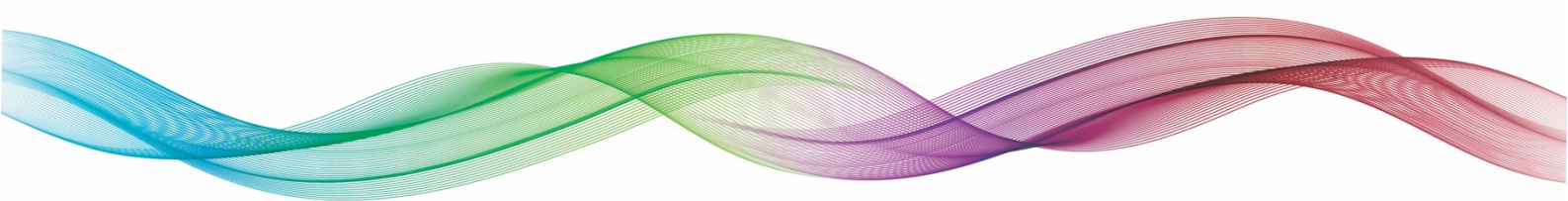
- 5 Years working in IT Support or Project team with demonstrable experience at a 3rd line level and /or a Managerial position.
- Strong understanding of Microsoft Server & Desktop technologies and their associated suite of packages
- Experience of Server / Workstation hardware (Upgrade / Migration / Rollout)
- Mobile technologies - Android / iOS
- Strong problem solving
- Excellent communication skills
- Ability to work under own initiative
- Flexible, calm and approachable, 'can do' attitude
- Ability to lead and operate within a team

Skills, Knowledge and Experience (Advantageous):

- Working within a financial services company
- Experience of Unix based systems
- ITIL framework
- VoIP Telephony systems
- Line of Business application support / project experience
- Staff mentoring & development

Benefits Include:

- An industry matching salary
- Pension Scheme with significantly higher matched contributions
- A tailored professional and personal development plan.
- Receive up to 10 days training per annum, relevant to your position.
- When you join Concorde, you'll get your pick of our amazing company perks from Perkbox.
- Free financial wellbeing advice from Alexander Beard Group
- Childcare voucher scheme.
- Take part in our regular events and activities outside of work. for charity or just for fun
- Birthdays off as a paid holiday
- An extra week holiday the year you get married
- Referral scheme for bringing superstars to the business



Interview Process:

- **First stage:** This will be a 20 minute – 30-minute recruitment conversation with one of Concorde's recruitment team
- **Second Stage:** This will be a 30 minute – 60-minute technical conversation with one of Concorde Technical managers
- **Third stage:** A face to face interview in Wakefield HQ office or Leeds Based Site with a member of the Concorde Senior Management Team;
- **Final Stage:** This is offer and agreement of a start date. Start day is usually a Monday @ 9:30am dependent on your availability.

If you're seeking an exciting and challenging role where you can use your skills and learn new ones, whilst influencing the success of growing business then apply now and one of our Internal Recruiters will contact you, to discuss your experience and skill-set.

Please send your CV together with details of salary expectation to: recruitment@tctg.co.uk

Further information on the Concorde technology group can be found at www.tctg.co.uk

Concorde Technology Group are an equal opportunities employer and welcome applications from all sectors of the community.

