

Shaping wealth for generations

For over 200 years, Rothschild's freedom to offer objective advice and our commitment to personal service have combined to shape and grow our private clients' wealth, building value for generations. Our dynamic growth and ambitious targets in relation to quality, innovation and reliability have created a need for the following position:

IT Service Manager

Line Manager	Head of IT (WM&T)
Work rate (Percentage)	100%
Target of the role	The successful candidate will have a varied and hands-on role working in the Rothschild WM&T IT Team with responsibility of ensuring the smooth delivery of all IT Services into the Business. The candidate will have a very active approach to service monitoring and proactive approach to looking for ways to continually improve the service. The candidate will build a strong Network both within the WM&T Businesses but also with the Group IT function who deliver a number of services to us
Main tasks	HP Outsource Management – Rothschild IT Infrastructure has been outsourced to HP Enterprise. The IT Service Manager is responsible for the governance in place to manage HPE including: ▪ weekly operational meetings used to manage immediate service queries ▪ monthly steering meetings used to monitor service delivery against SLAs ▪ change management –weekly change board ▪ escalation and management of major incidents ▪ management of audit items

Service Management and Improvement – The IT Service Manager is responsible for overseeing the overall quality of IT Service delivery to the Business both for Zurich but also all the subsidiary offices including:

- Communication of major changes and preparation of associated material
- Monthly meetings with remote offices
- Tracking of Major Problems and their Resolution
- Service Desk Quality Monitoring and ongoing improvement strategy
- Presentation monthly to the Operation Committee

Problem Management - Assist in continual improvement of systems through careful analysis of issues and their causes both at HP but also internally.

Standby Support – Readiness to assist in standby support of Business applications and related IT infrastructure

Experience, qualifications and other requirements specific to the role

Professional

IT Experience in the financial industry – finance know-how beneficial – in particular of running a service function

Real Experience of managing Outsource Partners and ability to introduce Best Practise in this area.

Ability to write proposals and technical documents and to make presentation to diverse audiences

Good understanding of IT infrastructure, and its importance to the effective running of Business Applications.

Personal

Ability to solve problems independently, quickly and completely and communicate them clearly to management

Flexible individual willing to get involved where required, and keen to face new challenges

Strong Service Delivery Mentality with real attention to quality and excellence in all areas

Excellent written and spoken communication skills

Strong leadership skills with an ability to establish and maintain a high level of trust and confidence amongst peers and colleagues

Qualifications

ITIL Foundation and related

Appropriate Education or University Degree

Language Skills – spoken and written English, German