



Position Description – Lead – Service Transition

About Byte

Byte is an award-winning IT service organisation that provides 'as a service' solutions that empower Professional Services. Byte partners with world-class technology partners to ensure you get the best advice, every time.

Byte's core purpose is to 'Build teams that deliver the extraordinary'. This purpose is achieved through operating from five key values, these values are intertwined in everything we do both internally and externally.

Core values:

Evolve – Ability to improve, re-invent yourself, encourage growth and individual ability and creativity

Invested - Empathise to customer needs, solve issues systematically challenge and balance company values

Spirited – Creates energy, takes joy in the task that is infectious, can-do, happy to help, no-ego, enthusiastic

Strong Resolve – Courageous, nothing is too hard, get things done

Selfless – pass on knowledge to others willingly

Our success is directly attributable to our talent for attracting, selecting and enabling the highest calibre of employees. We value our people and invest heavily in ensuring they stay at the bleeding edge of their game. Our excellent consultants have extensive expertise across various technologies and our management team has over 20 years' experience in the realm of IT consulting and management.

About the Role

The Transition Services Lead (hereafter referred to as TSL) will have experience in delivering services based on ITIL and ITSM frameworks in-line with Byte's Catalogue of Services, that describes the service commitments to our customers. TSL will take accountability for items specified in standard ITIL Transition Services and some key elements of Service Design such as Capacity & Availability Management. The TSL will also take ownership of the Event Management function from Service Operation. These functions are brought together to create a logical grouping of services, that constitute maintenance and housekeeping to ensure the service performance and uptime.

The technology scope of the services will be focused on managing business outcomes across technology services (Cloud, Data Centre, Network, UC, Security, End User Computing & Applications). This function will work very closely with the Service Strategy team, to gather customer needs and objectives and then turning them into a plan for delivering the business objectives. This function will also work closely with the Operations Service Lead (as their peer) to ensure Customers Satisfaction activities and initiatives are established and executed by the SDM function.

In collaboration with the Service Operation, Service Strategy provide input to develop and improve capabilities for introducing new services to Service Catalogue as well as improvement of services into current supported environments. The responsibility of transition to new and improved services is with this function – this includes management of transition of managed services customers as the PM or SME.

The position also involves the following:

- Apply analytical approaches to achieve service improvements as part of Continual Service Improvement.
- Operational level management
- Availability, Capacity and Security management
- Supplier & Vendor management
- Service asset and configuration management
- Provide support to Service Management function for Service Quality and Service Delivery

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- Roadmap to what we (Byte and Customer) need to do to balance the risk, investment and service quality
- Reports (analysis of facts and data) to deliver actionable improvements / risk mitigations
- Ability to create detailed work packages with QA on output, to enable offshoring of selected services.
- Establishment of an efficient and automated customer on-boarding process
- Innovation, evolve and mature to improve operational capabilities to deliver customer experience by systemising adherence of team to processes, procedures and toolsets automations

Key Accountabilities

- Service Quality: Weekly reporting and recommendation on delivery of all service obligations
- Service Operations: Management of service delivered, timesheets and invoicing
- Service Optimisation: Less manual effort, shorter lead time, reduced security exposure and increased service quality. Automation Strategy for offshore and cost management to reinvest in customer experience
- Service Transition: Successful transition and remediation of new MS customers

Key Result Area

- Customer Satisfaction (marked in accordance with marketing surveys)
- Manage the Operations team within the target quality and commercials outlined (by reduction in manual work by 'x' percent as outlined by business)

Business Principles:

- Financial Management: Achieve operational ratio of 45% Gross Margin
- HR and Professional Development Management: KPI Management, PD roadmap and planning, Performance Management, participate in pay review
- Management to Staff ratio: The standard approach is for each team leader to manage up to 12 staff as direct report
- Byte runs a business operation model called EOS. As part of our operating model there will be quarterly key initiatives called 'Rocks' that are tied to KPI. We also have weekly reporting on 'leading indicators' called (Scorecard)

Reporting Obligations:

- Monthly Financial Management Reports reviewed, and corrective actions documented and actioned to improve service quality and profitability

Skills

- Ability to produce documentation to a high standard of quality
- Excellent prioritisation and time management skills
- Experience of scripting tools and languages
- Technical skill working within infrastructure
- Business case development for commercial viability of solutions across all aspects of a business
- Effective contributor to sales efforts through a concise service catalogue and pricing structure

Required Qualifications

- Tertiary education
- ITIL V3 Foundation or equivalent i.e. ITSM
- Certified in security management (CISM, CIPPS) - Desirable

Experience

- Minimum of 5 years' experience as a Team Leader
- Operational of NOC toolset (Sciencelogic, Kaseya, Veeam One, WSUS etc.)



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- Experience with asset and CMDB management
- Experience in a managed service environment supporting network and server infrastructures
- Experience collaborating and managing vendors
- Team Management onshore and offshore