



## I.T Services Team Leader

### Job Description

An exciting opportunity has become available within The **Academia Technology Group**, the successful candidate will be working directly with one of the companies within the group **Charterhouse Muller (CHM)**. We are seeking a I.T Services Team Leader, this is a full-time permanent opportunity, offering an immediate start. The CHM headquarters are based in Reading, you will be required to report to the Reading office on a daily basis.

The successful candidate will be required to complete a satisfactory DBS certificate. The employee accepts that over time this job description may be subject to change as the employee's duties and job evolves. The I.T Services Team Leader will report directly to the CHM General Manager.

Due to the high pressure often associated with roles such as this, the expectation is that the person recruited into this position will be aware of the responsibility involved and is flexible to the requirements of the position. This will include being available at times to address urgent concerns and meet deadlines, such as project requirements which may result in working overtime outside of typical business hours.

#### **You will be responsible for the following duties and responsibilities;**

- Lead the I.T services team to achieve SLA and Quality of Performance.
- The I.T services staff will report directly to the I.T services Team leader, you will work closely with the CHM General Manager to monitor the performance of the Services team as well as carrying out regular performance reviews including 1:1s.
- Assist with the recruitment and selection process of new starters within the I.T services team.
- Identify critical conditions for improvement – i.e., manage bottlenecks in service delivery, liaise with SLT to ensure productivity is achieved within the agreed timescales.
- Identify, capture and record data on incoming equipment and inventory into computerised system.
- Providing repairs as a service, and software installation as a service for our customers.
- Operate in a safe manner complying with all health and safety and environmental requirements to ensure own and safety of others.
- Assist with stock taking as and when required.
- Undertake training as per the job requirements and for ongoing development.
- Handle any hazardous materials i.e. batteries, in an appropriate manner. Full training will be given.
- Responsible for training new starters and existing staff within the I.T Services Team. Identifying areas of improvement and supporting the personal development of staff within the Services team.
- Identify ways of improving systems and processes to ensure operational efficiency.
- Ensure the Services area of work is clean and tidy.
- Ensure compliance with all company policies, procedures, and information security responsibilities.

#### **Key Skills:**

- Understanding of IT equipment, data centre equipment and related peripherals.



AAC020



Certificate No. GB2000286



Certificate No. EM2000162



Certificate No. ISM7799159

- Previous experience of working within an End of Life I.T Asset Management Company.
- Excellent planning and organising skills.
- Strong knowledge of office 365 and intercompany software.
- Experience of testing and repairing I.T equipment and peripherals.
- Clear and Professional communication with customers and fellow workers.
- Interest in and enthusiasm for the idea of a circular economy.
- Familiarisation and understanding of ITAD accreditations. E.g. ADISA

### Why Charterhouse Muller?

Charterhouse Muller leads the way in helping organisations retire IT assets securely and ethically. By recycling assets with minimum environmental impact and extending their life through reuse wherever practical, Charterhouse Muller help organisations deliver a more sustainable approach to IT. Charterhouse Muller is part of Academia the Technology Group. We employ over 170 dedicated professionals across multiple locations throughout the UK with a group annual turnover of over £100m.

Within the Academia the Technology Group, we have Charterhouse Muller (our recycling and repurposing company) as well as Vital (an MSP in York). We were acquired by Strive Capital in September of 2020, who have provided further support and financial strength to the company.

### Benefits

- Gym membership contribution
- Health Cash Plan
- Free full day annual leave on your birthday
- Free Will Writing service
- Life Insurance
- And much more