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| **Job Title:** | **Head of Technical Operations** |
| **Department:** | **Network Operations** |
| **Location:** | **Warrington, WA4 4GE** |
| **Date:** | **Nov 24** |

**Job Overview:**

The Head of Technical Operations is responsible for overseeing the daily technical operations of the ITS organisation, ensuring efficiency, reliability, and scalability of all technical services and systems. This leadership role involves managing network, systems and cloud infrastructure, IT services and technical support teams, while working cross-functionally across departments to optimise processes, enhance performance, and drive strategic initiatives. The ideal candidate will combine strong technical expertise with leadership skills, putting our customer at the heart of everything we do, whilst managing a high-performing technical operations function in a fast-paced, dynamic environment.

**Key Responsibilities:**

* Lead and manage the entire technical operations team, including IT and systems operations, network operations, and technical support.
* Develop and execute a comprehensive technical operations strategy that aligns with the company's business goals and growth objectives.
* Drive operational excellence by establishing KPIs, ensuring the efficiency, scalability, and security of technical services and systems.
* Collaborate with senior leadership to drive the adoption of new technologies and continuous improvement initiatives.
* Oversee the planning, deployment, monitoring, and maintenance of the ITS infrastructure estate.
* Ensure uptime, reliability, and availability of all OSS/BSS systems and platforms and network devices, centrally managed in our IOC, implementing preventive measures and resolving any technical issues promptly.
* Establish and maintain IT service management processes (incident, change, problem management) to ensure smooth operations.
* Accountable for e2e change management process and strategy across all platforms.
* Capacity management of access, edge and core network infrastructure
* Manage the execution of disaster recovery and business continuity plans to minimise disruptions to the business.
* Ensure compliance with industry standards, security policies, and regulatory requirements related to infrastructure and data protection.
* Lead and mentor a diverse team of technical staff, fostering a collaborative culture that encourages innovation and problem-solving.
* Set clear goals, performance metrics, and development plans for the technical operations team to promote accountability and growth.
* Oversee resource planning, recruitment, and training for the technical operations department.
* Leverage partner relationships and develop a flexible resourcing model.
* Create a high-performance work environment by promoting continuous learning and professional development within the team.
* Manage relationships with external vendors, suppliers, and service providers to ensure high-quality service delivery and cost-effective solutions.
* Develop and manage the technical operations budget, identifying cost-saving opportunities while maintaining service levels.
* Identify and implement cutting-edge technologies and best practices that enhance system performance, security, and scalability.
* Lead the automation of routine tasks to streamline operations and reduce manual effort.
* Prepare and present regular reports to senior leadership on system performance, operational risks, and strategic initiatives.
* Ensure the IOC is customer focussed 24/7 to provide resolution on all customer related issues within SLA.
* Ensure escalated customer issues are owned, resolved promptly and effectively.
* Implement programs to proactively identify and address potential customer issues before they escalate.
* Use data-driven insights to make informed decisions and forecast future operational needs based on business growth and technology trends.

**Key Skills & Qualifications:**

* **Experience:** Minimum of 10+ years of experience in technical operations, IT infrastructure management, or systems engineering, with at least 5 years in a senior leadership or management role.
* **Technical Expertise:** Deep knowledge of IT systems, service provider and network architecture, cloud platforms cybersecurity best practices, and data centre management.
* **Leadership:** Proven ability to lead and inspire a technical team, with strong communication skills to interact effectively with executives, technical staff, and cross-functional teams.
* **Problem-Solving:** Strong troubleshooting and analytical skills, with the ability to resolve complex technical issues under pressure.
* **Supplier Management:** Experience managing supplier relationships, contracts, and service-level agreements (SLAs).
* **Budgeting:** Ability to manage and optimize technical operations budgets and forecast future expenses based on organizational growth.

**Key Competencies:**

* Strategic thinking and execution
* Strong leadership and team management skills
* Excellent communication and stakeholder management.
* Very strong customer management skills
* Expertise in networks and systems performance, IT service management, and cloud operations
* Ability to prioritise and manage multiple projects simultaneously
* Adaptable to evolving technologies and business environments