

**Role:** Systems Management Team Manager  
**Department:** IT  
**Salary:** From £45,500 per annum  
**Responsible to:** Head of Applications Support & Development

### Job Purpose:

Lead and develop the team of resources providing application maintenance, support and consultancy services for the overarching systems for Cantium; namely the ITSM toolset, the Sales & Marketing team's CRM as well as the tools for Robot Process Automation (RPA).

Accountable for the operation, upgrading, control and maintenance of those systems ensuring that agreed service levels are met and all procedures are adhered to. Ensure that operational problems are identified and resolved and manage the team resources and supplier support to achieve this.

### Main duties and responsibilities:

- Allocate responsibilities and tasks to individuals and groups within the System Management Team providing guidance and support as required in line with individual abilities.
- Advise individuals on career paths and encourage pro-active development of skills and capabilities considering the strategy and direction of the service as well as individual needs.
- Set individual and team performance targets and monitor progress against agreed criteria providing effective feedback throughout the performance cycle following the agreed policies and procedures.
- Manage application enhancements for the toolset to improve business performance ensuring all work is carried out in and documented in line with service level agreements, policies procedures and within the constraints of provided budget.
- Contribute to the production and maintenance of procedures and documentation for application support within the area of responsibility.
- Provide advice on application security, licensing, upgrades, backups and disaster recovery contributing to the application road maps and strategy including the planning for the transition of new customers or enhancements to the product set.
- Ensure all requests for support are dealt with according to set standards and procedures acting to remedy deficiencies where appropriate.
- Accept, evaluate and implement new releases of the software from suppliers ensuring all change processes are adhered to including full testing of any changes.
- Maintain regular contact with system owners, suppliers and other key stakeholders ensuring work is prioritised in line with customer needs.
- Monitor supplier service level agreements, quality and contractual standards to ensure obligations are met and to identify any opportunities for improvement.
- Act as a management consultant supporting commercial activities around the implementation, enhancement, and support of these applications and services.

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## Cyber Security and Risk Management responsibilities

- All members of the Cantium Executive and Operational Committees are accountable for ensuring the safety and integrity of the data held and processed across their specific service tower.
- It is your responsibility to ensure all security measures are implemented appropriately within your specific area, in addition to ensuring that all relevant processes and procedures are reviewed on a continual basis to comply with both Cantium policy and standards set by the ISO 27001, Cyber Essentials Plus and other standards as applicable.

## Description of Business

The Company is dynamic and agile and is built on a new service culture based on 4 key principles;

- Fast
- Connected
- Insight Driven
- Customer-Led

The business model and people strategy build on these principles and will reinforce the company's reputation for delivering high quality back-office services to its customers.

## Person Specification

<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Level 5 qualification or equivalent professional qualifications and/or experience.</li> <li>• IT Service Management Qualification (e.g. ITIL) and/or relevant experience.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Significant experience of managing and supporting ITSM applications.</li> <li>• Significant experience of working in a customer service environment.</li> <li>• Significant experience of complex ITSM implementations and enhancement projects.</li> <li>• Substantial experience of demand management.</li> <li>• Experience of leading and delivering RPA initiatives.</li> <li>• Substantial experience of supporting commercial activities for these toolsets.</li> </ul>
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>• Adapt methods, techniques and tools for planning, organizing, resourcing, directing, co-ordinating and monitoring ongoing application support activities.</li> <li>• Strong analytical and problem-solving skills.</li> <li>• Strong oral and written communications skills; ability to prepare and present business cases, option papers, invitations to tender and other management documents to senior stakeholders.</li> <li>• Able to develop and establish strong positive relationships.</li> <li>• Able to influence and negotiate at a professional level.</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• A thorough knowledge of ITSM and sales CRM application support.</li> <li>• An in-depth understanding of the political and organizational</li> </ul>

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	<p>priorities and drivers around technology provision.</p> <ul style="list-style-type: none"><li>• A thorough understanding of the relevant ITIL framework principles and practices in regard to ITSM tools.</li><li>• Substantial knowledge of partnership working.</li><li>• In-depth knowledge of methods and techniques for structured reviews, including reviews of technical diagrams, test plans, business cases and any other key deliverables.</li></ul>
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