TRIDENTTRUST

Global Technology Service Management Lead

May 2022

Trident Trust is a leading independent provider of corporate, trust and fund services to the financial services sector worldwide, employing over 900 staff across a global footprint that spans Africa, the Americas, Asia, the Caribbean, Europe and the Middle East. Client focused and service oriented, we only employ individuals who are professionally minded, committed and able to demonstrate good interpersonal skills.

The Role

We are looking for a leader who is passionate about building a strong global technology service management function, working closely with the applications and infrastructure team leads to enhance a learning culture and a success-driven organization. Reporting to the Group CTO, the successful candidate will be part of the senior IT management team, participating in the key technology decision-making bodies of the Group.

The position will be responsible for managing the service management operations of Trident Trust's live services. This will include key IT infrastructure library (ITIL) processes such as change, incident and problem management, monitoring of business as usual (BAU) services and responding to major incidents and cyber events. This person will lead a team whose responsibility will be to assure that services are properly tested, including functional and non-functional requirements, and that services fulfil all necessary security standards and satisfy the service introduction gate criteria. This includes appropriate service wrap, including knowledge articles and documents covering skills transfer to the service desk, and known defects, issues and workarounds.

The management lead will be responsible for the global service desk, expanding the organization's use of it, acting as the representative of the service desk to senior stakeholders, and helping ensure that the service desk is constantly evolving and improving. As a seasoned professional, this person will help to drive the adaptation of the service desk on a global level using outstanding IT service management skills.

Responsibilities

- Responsibility for the full suite of service management capabilities
- Ensuring all appropriate security regimes, both proactive and reactive, are in place and followed

- Instrumentation of all live services to enable proactive intervention
- Running and managing the major incident processes
- Policing the service transition gates for agile and non-agile projects going into live and then BAU
- Running and managing any hyper-care periods post go live
- Working with Infosec proactively and reactively, executing any security processes including forensics
- Maintaining and enhancing the company's use of incident, problem, change and request fulfilment processes
- Owning and maintaining the asset register for **all** assets (software, infra and licences)
- Responsibility for ongoing coaching and training of Trident Trust's service management teams and overseeing all knowledge-related activities, including the management, capturing, sharing and accessibility of knowledge assets
- Defining with internal IT owners, Trident Trust's core IT services and their translation into the service management function
- Addressing system-related issues and escalating, when necessary, to the vendor
- Managing service interfaces including service level agreements with suppliers
- Managing operating level agreements with internal functions
- Meeting with regional stakeholders on an ongoing basis to collect feedback on the service management function and promoting service management across the organization

Skills and Experience

- Strong communication skills, with the ability to be influential and persuasive with stakeholders, and to coordinate and manage all levels within the organization
- Strong service management skills and background
- A record of creating/evolving a service management function that is distributed and supports a global team
- Deep experience and a strong knowledge and understanding of best practices for IT Service Management (ITSM)
- ITIL formal certification is a strong plus

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- Experience in operating, managing and improving IT services that support business goals and satisfy the regulatory requirements

- Experience with using and managing ITSM tools (e.g., Freshservice, Service Now, Jira Service Desk, etc.)

- Experience of security best practice and running major incident processes

- Ability to market and promote the service management function as the backstop for robust live services

- Strong analytical capabilities and skills in structured problem solving

- Good mentoring skills and experience of managing a distributed multi-national team

- Ability to quickly learn new subject matter areas, and assess and drive towards operational maturity

- Relentless passion for world-class service management delivery

Compensation

Competitive compensation will be offered based on the successful candidate's relevant experience and overall suitability for the position.

How to Apply

Applications should include a complete C.V. and will be treated in the strictest of confidence. Please clearly outline the skills and attributes you would bring to the role, and your availability and salary expectations. Applications should be submitted to mpayne@tridenttrust.com by 20 May 2022.