

Job Description – Professional Services Manager

Overview Capito is a well-established Scottish-based company providing IT services to end-user customers and leading technology partners throughout the UK. The Company's core 'lines of business' are: End-User Computing and Cloud Services. This includes UK wide end-user device deployment for many major government and corporate organisations. With their head office in Livingston, West Lothian, Capito also has offices in Aberdeen and a Southern office in Woodley, near Reading, to support their growing UK wide business.

In addition to providing services directly to end-user organisations, Capito has also successfully partnered major technology vendors and system integrators, in delivering large scale deployment and support services throughout the UK.

The ideal candidate will have experience in managing Technical Consultants, throughout the UK.

Your Skills and Interests:

- Management and leadership skills (Essential)
- Excellent Communication both written and verbal
- Agreement of delivery dates, managing expectations and delivery thereto
- Influence customers (sales, workable solutions, agreement of time/cost)
- Exceptional people skills and objection handling.
- Organized, manages work list, and support requests to hit deadlines with a proactive approach to work
- Customer facing: professional and presentable, manages customer expectations
- Attention to detail and an understanding of Project Management Methodologies (For Example – PRINCE)

Capito Accreditations

Capito consistently delivers high levels of customer satisfaction underpinned by the company's accredited methodologies and processes, including: ITIL aligned service desk, ISO27001 for Information Security Management, ISO9001 for Quality Management and ISO14001 for Environmental Management, Investors in People and Prince 2.

Package & Benefits

Capito is offering a competitive package with a salary commensurate of experience plus car allowance, commission and bonuses with an uncapped earning potential. The role will attract a Company contribution pension, health care and life insurance.