



JOB VACANCY

Head of IT Operations

One of the UK's fastest growing utility suppliers, Castle Water has an exciting opportunity to work as a Head of IT Operations in our growing Technology Team which is based in Blairgowrie. Applicants must be able to work flexibly and efficiently whilst having a strong background in various IT systems, hardware, deployments, rollouts and configuration along with a drive and passion to succeed.

Castle Water is the leading independent water retailer in the UK, supplying (at September 2018) 570,000 Supply Points across England and Scotland. Castle Water is the leading supplier in London and the Thames Valley, South East England and Portsmouth, and one of the 5 largest suppliers in Scotland.

Castle Water has a track record of providing excellent customer service, and of developing innovative approaches to utility supply. We developed the first affinity partnership in the water sector, pioneered online switching by customers, and were the first company to transfer customers in England. We have more 5-star reviews on Trust Pilot than all other water retailers combined. Our values include treating customers fairly and maintain an open-door approach with our regulators.

Our head office is based in Blairgowrie in Northern Perthshire, within easy commuting distance of both Perth and Dundee, and equidistant between Edinburgh, Glasgow and Aberdeen. The area provides excellent opportunities for a range of activities, from golf and fishing to mountain biking and skiing.

The Head of IT Operations will be a member of the Technology Leadership Team based in Blairgowrie and will report to the CIO.

Key Responsibilities

- Take full accountability of end-to-end delivery of IT services to meet business requirements within timescale, cost and quality criteria working with the relevant internal resources and third parties to achieve agreed outcomes
- To improve and develop IT Infrastructure systems including Wide Area Networks, Local Area Networks, Telephony systems, Server and Storage platforms, Personal Computers, and Mobile Devices
- Work with Head of Information Security, Cyber Risk & Compliance to develop and implement group wide security policy, ensuring the security of data, network access and backup systems





- Manage infrastructure monitoring, control, provision and change activities, conducting regular performance monitoring and capacity testing of IT services
- Ensure Backup and Disaster recovery solutions and procedures are in place, meet the needs of the business and are regularly monitored
- Define service levels/KPI's and metrics and work closely with business leadership to ensure technology is appropriate to achieve same
- Manage the administration and support teams

Key Skills and Experience

- Ensure On-Call rotas, team skills and availability meet the organisations needs
- Strong people skills, with the ability to engage with a wide range of stakeholders at all levels and be a good team player
- Proven track record in leading, motivating and developing a small team of Administration and Support professionals
- Strong competencies in support operations and infrastructure management
- Excellent organisational, analytical and problem-solving skills
- Ability to prioritise diverse activities and work to tight deadlines and constraints
- Incident, Problem and Change management
- A strong understanding of both on-premise and cloud computing environments
- Active Directory, Citrix, Vmware, Cloud platforms Azure, SQL
- Windows OS's, Office 365, Networking & Telephony
- Knowledge of capacity management, event management & information security
- Hands-on experience of building and supporting network infrastructure including virtualisation, remote access systems, database systems, network security, email and web security and IP PBX





How to apply

If you have the drive, experience and skills to support our continued success, send your CV together with a covering letter to careers@castlewater.co.uk. We look forward to hearing from you.

Innovation and knowledge sharing is part of our everyday experience. We invest the training and support you need to succeed and deliver the excellent service our customers expect. We offer an attractive base salary, pension scheme, life cover and 28 days paid holiday.

