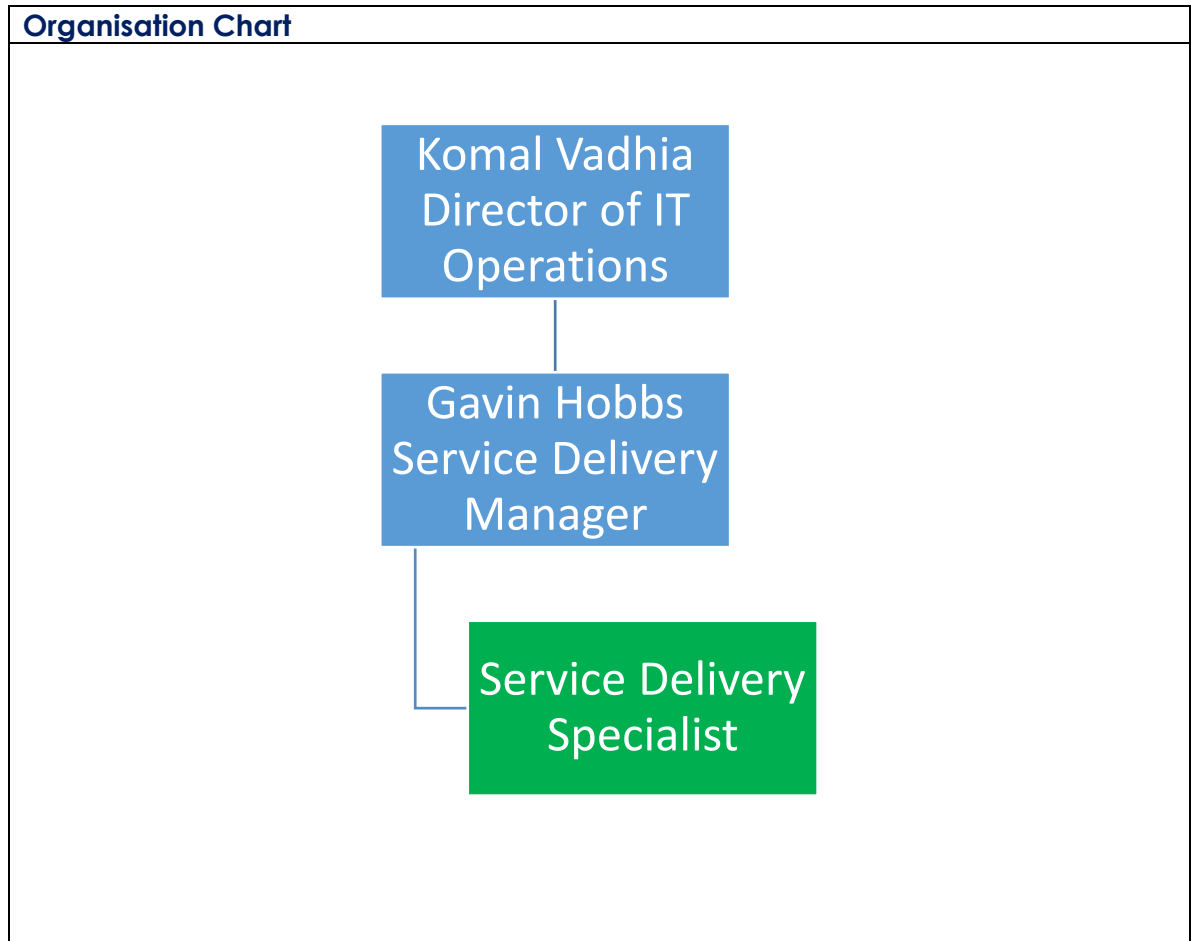


Role Description

Job Title	Service Delivery Specialist
Line Manager	Service Delivery Manager
Department	IT Operations
Location	Uxbridge
Purpose As part of the Service Delivery team, you will be working across a broad range of technologies and liaising with multiple areas of the business to support our environment. Technical Service will be your passion with hunger for learning and personal development. As a Service Delivery Specialist, you will be supporting your colleagues in delivering exemplary service. You will be responsible for provision of specialist technical support, control and proactive maintenance across the end-user environment. Providing hands-on on-site technical support and guidance to colleagues, including Executive Directors. Ensuring the delivery of service meets availability/usability requirements both for the current and future needs of the business and our customers. You will need to follow approved processes including incident management and request fulfilment to ensure a high level of customer service.	



Key Responsibilities\Measures of Success



FINANCIAL NA.

STAFF NA.

- To provide on-site specialist 2nd line technical support and administration of Pilgrim's desktop and audio-visual hardware across UK & European territories
- To act as ambassadors for the IT department – providing a professional and efficient service to colleagues
- To provide specialist support and guidance to Executive Directors
- To act as point of contact on technical issues for IT through incident resolution
- Participation and engagement in projects/service improvements
- Perform problem identification and root cause analysis for complex issues
- Perform regular health checks identifying and recommending any potential service improvements
- Participation and engagement in projects/service improvements impacting Infrastructure Services
- Identification ownership and implementation of proactive maintenance plans including essential upgrades and software patches
- Monitor and review service performance at a component level e.g. desktop performance issues, production of reports including recommendations for risk mitigation
- 3rd party/vendor liaison with respect to technical support, build and maintenance
- Meet levels of service in line with published/agreed SLAs
- Adherence to all Pilgrim's Europe processes including:
 - Log, review and approval of Change Controls
 - Identify, investigate, update and resolve problem records
 - Ensuring the configuration management database (CMDB) is maintained
 - Ensuring that technology implemented is supportable and maintainable
 - To ensure supporting documentation is maintained in line with improvements and maintenance activities
- Travel to sites required
- Able to work unsocial hours when required which may include short durations away from home
- To provide technical guidance to colleagues

Sincerity

Humility

Discipline

Simplicity

Determination

Avallability

Ownership

*“Delivering business success
through our people”*

Key Deliverables

- BAU Operational Management (Incidents, Service Requests, Changes, Assets etc.)
- SOx Compliance and adherence

Skills & Knowledge

Desirable

- Essential 3 years+ experience of delivering, maintaining, and supporting IT systems remotely/on-site in a second line and project delivery role
- Asset management including recondition and redistribution of computer hardware
- Technical and Service Knowledge of the following:
 - Microsoft products; Windows 10 & 11, Microsoft 365, SCCM, Intune, and Autopilot
 - Support company-enrolled mobile devices (JAMF)
 - Support managed print solutions/hardware
 - Support audio-visual equipment
 - Network routing, switching and patching
 - VOIP telephony config and support
- Proactively develop and implement improvements & documentation
- Ability to follow documented processes and procedures
- Ability to produce comprehensive and easily understandable documentation aimed at colleagues and end-users alike
- Undertake IT projects – including travel to sites within the UK and European territories - as instructed by IT Management, taking ownership where necessary
- Ability to work independently and prioritise duties with minimal supervision, in order to meet deadlines
- Strong prioritisation skills with conflicting priorities

-

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Availability

Ownership

“Delivering business success through our people”

<ul style="list-style-type: none"> • Excellent customer service and problem-solving skills • Excellent communication skills • Collaborative with good interpersonal skills • Well-organised and detail-oriented • Able to work unsocial hours when required which may include short durations away from home • Fully conversant with ITIL principles and a thorough working knowledge of Incident, Change & Problem Management. • Understanding of culture in its broadest sense and the diversity of a global organisation 	
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Qualifications [Accredited]	Desirable
<ul style="list-style-type: none"> • NA 	<ul style="list-style-type: none"> • Formally qualified in IT either through a primary degree, post graduate masters or professionally • ITIL qualified or experience gained from managing in an IT service management environment • Microsoft/vendor qualification

Behaviours
<p>Our values are at the heart of our business and drive everything we do. Availability is key as we are receptive and open and prepared to take on new challenges. Humility is important to us as we listen and respect each other and value opinions of others. Discipline is vital to fulfil commitment internally and externally. We need to be truthful to each other and respectful of other opinions, so Sincerity drives us. At Pilgrim's we focus on what's practical and important so through Simplicity, Ownership and Determination brings success.</p>

Document Control			
File name	Service Delivery Specialist	Revision	11.04.25
Written By	Komal Vadhia	Date	11.04.25
Approved By	x	Date	x

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