



## IS Service Operations Manager

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### Company Overview

NEO Energy is an independent full-cycle energy business in the UK Continental Shelf (UKCS). We combine value creation from the prospective North Sea basin with our commitment to be a responsible and efficient business. We operate a high-quality asset base with significant scope to grow production organically by extending asset life. Our ambition is to be a leading producer in the UKCS, with a target of 120,000 boepd by 2023 and stable production of 80,000–120,000 boepd in the long term.

Our business strategy is to Excel by driving efficiency and innovation across the business, to Optimise by maximising the inherent value of our asset base and to Grow through further high-quality acquisition. How we will do this is by living our values of Teamwork, Respect and Courage.

### Reports To

Head of Information Services & Transformation

### Job Overview

This is a significant role with accountability for the ongoing delivery of IS Service Management. This role will be the primary point of ownership for effective service level management within IT Services.

Business goals will be met by effective requirements capture and the delivery of IS services within agreed service levels. It includes the development and delivery of service level management and a development roadmap for continuous improvement, in support of NEO Energy IS Services objectives. It will ensure the smooth end-to-end operation of a controlled and fully functioning IT & IM eco-system for NEO Energy by coordinating and managing IST services centrally. It will own the relationship with the Service Integration 3rd party suppliers and will have ongoing accountability for the effective management of the multi-supplier model to maximise the value it delivers to NEO Energy.

### Roles and Responsibilities

#### Key Accountabilities:

- Support NEO Energy's strategy for growth through acquisition, increasing capacity for on-boarding and integrating new physical assets, systems, data and resources;
- Own and maintain relationships with service owners within the business;
- Implement processes for bringing about reliable change to services, without compromising the integrity and availability of systems and services;



- Provide authoritative advice and guidance on the development of appropriate SLAs/SL Targets, OLAs and underpinning contracts and their implementation, monitoring and review, obtaining buy-in for the structure of the Service Level Agreements;
- Establishing, managing and monitoring an agreed and effective service management framework for the delivery of services to the Business. This will include management of the Service Desk, End User Computing, Service and Infrastructure Integration;
- Agree and monitor performance against targets, service ownership, risk management and support IT Service teams with process review and improvement;
- Responsibility for Service Introduction and Maintenance including Deployment and Training (of support staff), Small Change/Fixes/Enhancement, Upgrades and Patches, Asset Config/Mgmt, and Application/Infrastructure Decommissioning;
- Provide support and input to develop, monitor and improve IT service standards;
- Directly support IT service delivery teams by leading on service improvement initiatives;
- Ensuring a high quality hand-over of solutions from the IT development organisation;
- Strive to continuously improve IT Service offering and the capabilities of its leadership team;
- Effectively manage relationships with suppliers and outsourcers, to improve supply chain value, performance, innovation and consistent service including the handling of any supplier escalations;
- Tracking, controlling and reporting on IT activities in accordance with agreed standards, documentation and timelines;
- Exercising sensible financial control to ensure that service costs are controlled and that appropriate resources are deployed;
- Operate a comprehensive framework for managing operational risks;
- Ensure IT Service adherence to IT standards, processes, methodologies and controls, based on an awareness of regulatory, environmental and legal constraints;
- Work with the senior management team and colleagues, lead on development of a culture of service ownership and improvement, bringing forward recommendations for change;
- Fundamental contribution to the strategic direction of both integrated services development across Data Centres, Networks and Telecoms, Desktop and Print & Infrastructure App Support.

#### **Communication and working relationships:**

- Reports to the Head of Information Services and Transformation;
- All Service Leads – to identify current and future requirements for service delivery; to communicate strategic directions for systems; to monitor satisfaction with the services provided;
- Numerous external technology partners – to manage value add relationships; encourage strategic partnerships, ensuring NEO Energy's interests are fully represented within the partner organisations.



### **Problem solving:**

- Understanding the business impacts of OLA/SLA breach;
- Support Root Cause Analysis working to gain a wider knowledge of service issues;
- Understand the IT demand of the business and translate this into an achievable supply roadmap.

### **Key knowledge and experience**

- Significant and proven IT and business experience;
- Leadership and management skills with the ability to motivate, energise and mentor team members and to lead innovation and change appropriate for a large complex technical area;
- Strong technical skills with a broad business acumen - will bring technology to life across the business, and similarly will translate the commercial objectives into meaningful technology strategies;
- Ability to provide clear technical and commercial input and direction at senior level and to construct, present and interpret complex business cases;
- Good at collaborating across the business with the ability to simplify the complex technical environment;
- Experience of working with a range of IT suppliers;
- Strong leadership skills, results orientated approach, with the gravitas and self-motivation to work autonomously without the need for close management and the credibility to manage expectations in order to deliver without over promising;
- Excellent communication, negotiation and influencing skills – able to influence operational effectiveness across an organisation to achieve results;
- Excellent knowledge and understanding of ITIL processes and practical experience of having applied this successfully to deliver a programme of service improvement in an organisation of similar size and complexity;
- Extensive hands-on service management experience and is able to draw upon this knowledge;
- Translating strategy successfully into practice;
- Track record of modernising existing as well as developing new services.

### **Location**

**Aberdeen or London**

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