

TITLE: Global Application Support Team Leader
LOCATION: London
SALARY: Competitive
REFERENCE: CgAsTI

Our Client is a leading global investment management company and they are looking to recruit an experienced Manager to lead the Application Support team within their global operations technology department.

This is a challenging role requiring a high dedication to customer service combined with exceptional team-building skills and strategic insight. The firm has a significant and aggressive change agenda meaning that the existing architectures must both continually adapt to new product needs and a core objective of the new role is to continually develop the support service to deliver more.

The successful applicant will take ownership of an experienced, committed and ambitious team, with significant presence in each of our four international operating hubs so the ability to travel is a must.

The client is looking for an individual who has held a similar role in other major Financial Services IT organisations supporting systems that are high volume, time critical and have a large number of clients.

Skills and Experience:

- Solid, commercial experience developing or supporting investment management applications and products with significant data and processing volumes.
- Strategic vision around building a global support service in a dynamic and challenging financial environment.
- Proven experience running a global IT support organisation in the investment services industry.
- Setting up and/or running remote support organisations in a global setting.
- Experience with ITIL-based support systems and processes.
- Proven ability to forge relationships with clients at all levels in the organisation.