



Job Title:	IT Support Manager
Location:	Ratcher Way
Full Time/Part Time:	Full Time
Salary:	TBC
Date of Release:	Tuesday, 15 July 2025

Company Overview:

Established in 2015, the IDSL Group of companies has fast expanded to include two significant brands and currently enjoys a turnover of £37m per annum.

One Group: Two Brands: Endless Possibilities

 <u>Integrated Doorset Solutions Limited (IDSL) –</u>	 <u>Fire Door Inspection Solutions Limited (FDIS) –</u>
<p>A manufacturer of joinery products & leading supplier of performance timber door sets, glazed screens and architectural ironmongery. As well as a timber-based joinery manufacturer producing door frames, skirting, architrave, glazed screens and other associated joinery products.</p>	<p>A service orientated business specialising in the inspection, maintenance, and replacement of fire doors.</p>

Continued significant investment has allowed the teams to establish two state-of-the-art manufacturing plants based in the East Midlands. These two bright modern facilities provide over 100,000sqft of manufacturing space and have been designed to include 'all-new' high efficiency processing centres including the latest in CNC engineering, high precision through feed cutting equipment, a revolutionary robotic surface coating system together with the latest in post-forming technology allowing us to wrap both high impact PVC's and laminates to doors and frames alike. With the capacity to produce 1000+ doorsets per week, the IDSL group of companies is working with major National and Regional contractors as well as key joinery Sub-Contractors to deliver crafted products and services throughout the United Kingdom and beyond.

Having recently installed over 2300 solar panels to our Millennium Business Park plant, the business is committed to reducing its carbon footprint and is actively engaged in a Carbon Reduction Plan against PAS 2060, the internationally applicable specification for the demonstration of carbon neutrality.

As a single source supplier and services provider of doorsets and ironmongery our mission is simple – to deliver ultimate reliability through a culture of excellence leading the industry in our commitment to service.

Job Specification:

The IT Support Manager will oversee the delivery of high-quality IT support services to meet the needs of the group. This role involves managing the IT support team, ensuring timely resolution of technical issues, and maintaining service excellence. The IT Support Manager will play a key role in improving IT service delivery processes and fostering a customer-focused support environment.

- Lead, mentor, and manage the IT support team to ensure high levels of performance and engagement.
- Develop training programs and growth opportunities for team members.
- Conduct regular performance reviews and provide constructive feedback.
- Oversee daily operations of the IT support desk, ensuring timely and efficient resolution of technical issues.
- Establish, monitor, and improve service-level agreements (SLAs) to ensure high customer satisfaction.
- Act as the escalation point for complex technical issues and coordinate resolutions with appropriate teams.
- Develop and implement IT support policies, procedures, and documentation.
- Identify and resolve recurring technical issues by analysing trends and implementing proactive measures.
- Continuously improve support tools, workflows, and technologies to enhance efficiency.
- Maintain a strong understanding of the organisation's IT systems and infrastructure to provide hands-on support when needed.
- Ensure systems and tools used by the IT support team are up to date and operational.
- Work closely with other IT departments and stakeholders to ensure alignment with organisational goals.
- Maintain responsibility for the Asset Register, ensuring it is kept up to date with all new starters and leavers.
- Collaborate on IT projects, providing insights and resources for successful implementation.
- Generate and analyse reports on support team performance, customer satisfaction, and ticket resolution metrics.
- Control all asset management software ensuring that starters/leavers are amended in a timely manner
- Present insights and recommendations to the IT Director.
- Manage on-call schedule to ensure round-the-clock support for critical incidents.
- Serve as the escalation point during on-call periods, coordinating resources and actions to resolve urgent issues.
- Build and deliver monthly board report contributions for the support remit.

Knowledge, Skills and Experience

- Strong understanding of IT support processes, tools, and best practices.
- Experience managing IT support teams in a fast-paced environment.
- In-depth knowledge of hardware, software, networking, and operating systems.
- Excellent problem-solving and analytical skills.
- Strong leadership and people management capabilities.
- Outstanding communication skills, both verbal and written.
- Familiarity with ITIL or other IT service management frameworks is a plus.
- Proficiency in using IT support ticketing systems and reporting tools.

How to apply:

Email recruitment@integrateddoorsets.com with CV and optional Cover Letter

Closing Date: Tuesday, 29 July 2025

Integrated Doorset Solutions Limited is an equal opportunities employer and discrimination on the grounds of colour, sex, religion, race, ethnic origin, or sexual orientation is strictly forbidden.



Join our team and become part of an inclusive workplace that values and supports everyone. As a proud member of the Disability Confident scheme, we are committed to creating opportunities for talented individuals with disabilities. We strive to remove barriers and ensure all employees can achieve their full potential. Embrace this chance to contribute to a diverse and dynamic team that is dedicated to promoting equality and accessibility in the workplace.