

<b>Post Title:</b>	Desktop - Manager
<b>Grade:</b>	8

## **Job Description**

### **2.1. Purpose**

The Desktop - Manager will ensure that all desktop services deployed on behalf of the University Group are delivered and operated in accordance with the needs of the Group.

The Desktop - Manager is accountable for the day to day operation, security and delivery of our desktop services. They will ensure desktop services are efficient, secure, perform optimally and are aligned to business goals and objectives. The post holder is accountable for the maintenance of configuration data, capacity planning, service availability and continuity. They will ensure adherence to service levels and all operational processes (such as incident, problem, change management processes) pertaining to desktop services.

The Desktop - Manager will participate in continuous improvement analysis and design, as well as the development of desktop based solutions.

The post will line manage and oversee the day to day working of the Desktop Team. They will ensure high team performance alongside developing a culture of learning and empowerment.

### **2.2. Main Duties and Responsibilities**

1. Takes responsibility for the design, procurement, installation, upgrading, operation, control, maintenance and effective use of desktop components and monitors their performance. Provides technical management of the desktop operation, ensuring that agreed service levels are met and all relevant policies and procedures are adhered to. Schedules and supervises all desktop maintenance and installation work. Ensures that operational problems are identified, recorded, monitored and resolved. Provides appropriate status and other reports to specialists, users and managers. Ensures that operational procedures and working practices are fit for purpose and current.
2. Actively maintains recognised expert level knowledge in desktop imaging and application delivery. Provides definitive and expert advice in these areas. Oversees the provision of specialist advice by others. Supports and promotes the development and sharing of desktop knowledge within the University Group.
3. Defines desktop development projects which support the University Group's objectives and plans. Selects, adopts and adapts appropriate desktop development methods, tools and techniques. Facilitates availability and optimum utilisation of desktop resources. Monitors and reports on the progress of desktop development projects. Ensures that

projects are carried out in accordance with agreed architectures, standards, methods and procedures. Develops road maps to communicate future desktop development activity.

4. Manages the Desktop Team. Allocates responsibilities and/or packages of work, including supervisory responsibilities. Delegates responsibilities as appropriate. Sets performance targets, and monitors progress against agreed quality and performance criteria. Provides effective feedback, throughout the performance management cycle, to ensure optimum performance. Proactively works to ensure effective working relationships within the team and with those whom the team interacts with. Provides support and guidance as required, in line with individuals' abilities. Advises individuals on career paths, and encourages proactive development of skills and capabilities and provides mentoring to support professional development.
5. Manages desktop suppliers to meet key performance indicators and agreed targets. Manages implementation of supplier service improvement actions. Uses suppliers' expertise to support and inform development roadmaps. Manages operational relationships between suppliers. Ensures potential disputes or conflicts are raised at an early stage, with clear escalation paths for resolving them. Performs bench-marking and makes use of supplier performance data to ensure that supplier performance is properly monitored and regularly reviewed. Identifies constraints and opportunities when negotiating or renegotiating contracts.
6. Manages the full desktop product lifecycle to ensure that, over time, the needs of customers/users continue to be met and that financial and other benefits are achieved. Acts as owner/champion for all desktop products and services. Analyses market and/or user research, feedback, expert opinion and usage data to understand needs and opportunities. Prioritises desktop product requirements and owns the product backlog. Coordinates trials and desktop product launches and supports communications and training. Anticipates changes in customer/user needs; adapts desktop products, and creates product retirement and transitioning plans.
7. Ensures that appropriate action is taken to anticipate, investigate and resolve problems in desktop systems and services. Ensures that such problems are fully documented within the relevant reporting system(s). Enables development of problem solutions. Coordinates the implementation of agreed remedies and preventative measures. Analyses patterns and trends.
8. Ensures that desktop incidents are handled according to agreed procedures. Investigates escalated incidents to responsible service owners and seeks resolution. Facilitates recovery, following resolution of incidents. Ensures that resolved incidents are properly documented and closed. Analyses causes of incidents, and informs service owners in order to minimise probability of recurrence, and contribute to service improvement. Analyses metrics and reports on performance of incident management process.
9. Supports monitoring of the external environment and assessment of emerging desktop technologies to evaluate the potential impacts, threats and opportunities to the University

Group. Contributes to the creation of reports, technology roadmapping and the sharing of knowledge and insights.

10. Implements and contributes to the development of a continuity management plan for desktop services. Coordinates the assessment of risks to the availability, integrity and confidentiality of desktop systems that support critical business processes. Coordinates the planning, designing, and testing of maintenance procedures and contingency plans for desktop services.
11. Provides advice and guidance to support adoption of methods and tools and adherence to policies and standards. Tailors processes in line with agreed standards and evaluation of methods and tools. Reviews and improves usage and application of methods and tools.

Deputises for the Head of Core Technology Services as required.

**AND** such other duties as are within the scope of the spirit of the job purpose, the title of the post and its grading.

### **2.3. Supervision Received**

Line management is from the Head of Core Technology Services.

### **2.4. Supervision Given**

Desktop Team.

### **2.5. Contacts**

- IT Services staff, including Executive Team.
- University Group Leadership Team.
- Staff and students in other Schools / Support Areas of the University Group.
- External Suppliers and other education institutions.

### 3. Person Specification

ATTRIBUTES	ESSENTIAL	ADVANTAGEOUS
<b><i>Education &amp; Qualifications</i></b>	<ul style="list-style-type: none"> <li>• A degree relevant to IS/IT.</li> <li>• Or full membership of an IS/IT professional body.</li> <li>• Or substantial experience in lieu of the above which demonstrates a professional approach to IS/IT development.</li> </ul>	<ul style="list-style-type: none"> <li>• MCSE (Mobility).</li> <li>• MCSE (Productivity).</li> <li>• ACSP.</li> <li>• ITIL.</li> <li>• CISSP.</li> </ul>
<b><i>Knowledge &amp; Experience</i></b>	<ul style="list-style-type: none"> <li>• Significant experience of leading and managing a team.</li> <li>• Experience of developing and sustaining a high performance culture.</li> <li>• Significant experience of building and operating IT infrastructure.</li> <li>• Understanding global / local business differentiation.</li> <li>• Knowledge of customer behaviours, needs and expectations.</li> <li>• Digital business literacy.</li> <li>• Tracking of emerging trends.</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of business organisation, politics and culture.</li> <li>• Ability to understand related industries.</li> <li>• Higher Education experience.</li> </ul>
<b><i>Interpersonal Skills</i></b>	<ul style="list-style-type: none"> <li>• Results orientation.</li> <li>• Collaboration / teamwork.</li> <li>• Adaptability.</li> <li>• Openness to learning.</li> <li>• Communication, listening and information gathering.</li> <li>• Creative and innovative thinking.</li> <li>• Resolving conflicts and problems.</li> <li>• Decisiveness.</li> <li>• Accountability.</li> <li>• Influencing and persuading.</li> </ul>	<ul style="list-style-type: none"> <li>• Conceptual thinking.</li> <li>• Strategic thinking.</li> <li>• Leading, inspiring and building trust.</li> </ul>
<b><i>Job-related Skills, Abilities &amp; Competencies</i></b>	<ul style="list-style-type: none"> <li>• Supplier management.</li> <li>• Integrating solutions.</li> <li>• Understanding digital technologies.</li> <li>• Understanding existing systems and technology.</li> <li>• Problem solving.</li> <li>• Desktop operating system imaging.</li> <li>• Application packaging and deployment.</li> </ul>	<ul style="list-style-type: none"> <li>• Public cloud infrastructure.</li> <li>• Remote desktop environments.</li> <li>• VDI.</li> </ul>

	<ul style="list-style-type: none"> <li>• Mobile device management.</li> </ul>	
<b><i>Other Requirements</i></b>	<ul style="list-style-type: none"> <li>• A flexible approach to working hours and location, including a willingness to travel, locally, nationally or overseas, as required.</li> <li>• Requirement to work on call in order to facilitate the 24*7 support demands of a global organisation.</li> <li>• An appreciation of other cultures; the global reach of the University Group and its international agenda.</li> <li>• A mature, professional and self-motivated approach to tasks.</li> <li>• Ability to represent IT Services in formal and informal settings.</li> <li>• Able to work under pressure.</li> <li>• Ability to work flexibly and extended hours by agreement to meet tight, fixed deadlines or as required by service imperatives.</li> </ul>	