

Post Title:	Service Desk & Client Support Manager
Grade:	8

Job Description

Purpose

The primary focus of the role of Service Desk & Client Support Team Manager is to develop the strategic vision for 1st line customer contact service for ITS Service function. They will drive excellent levels of customer service, proactive response and ensure a high level of first contact resolution for customer issues.

The Service Desk & Client Support Manager will be accountable for the effective delivery of this Service Desk, 'Tech Bar' or field presence acting as an escalation point ensuring that all agreed SLA's and KPI's are achieved or exceeded.

Main Duties & Responsibilities

1. To develop the strategic vision for 1st line customer contact service for ITS Service function to ensure high quality, proactive service is provided
2. Leads and develops the function to increase the number of resolution at first point of call leveraging from automation, self-diagnosis, self-healing and self-help
3. To ensure the Service Desk & Client Support functionality is up skilled to take on new services. This would include working with Design & Transition Managers to ensure requirements are understood and necessary Knowledge Transfer is undertaken before service goes live.
4. Accountable for the effective and efficient running of the Service Desk & Client Support capabilities, in alignment with business needs and requirement.
5. Makes a significant contribution to the investigation, diagnosis and resolution of ITS requests for support; particularly including the management of Major and High priority incidents.
6. Analyses metrics and reports on performance of operational management processes, identifying trends and informing service owners in order to minimise probability of recurrence, and contribute to service improvement.
7. To work with other technical teams to ensure shift-left in support capability and increase 1st line fix capabilities of the Service Desk & Client Support team.
8. As the Process Owner for Incident Management and Request Fulfilment, sets the goals and objectives; drafts and maintains procedures and documentation for Incident Management support.
9. Specifies organisational procedures for the internal or third-party assessment of service desk & client support management quality, against recognised criteria.

10. Provides organisational and innovative leadership and guidelines to promote the development and exploitation of Service Desk & Client Support channels within the organisation.
11. Manages the effective implementation of resource planning, recruitment, selection, assessment, on-boarding and transitioning of resources.
12. Facilitates open communication and discussion between stakeholders, acting as a single point of contact by developing, maintaining and working to stakeholder engagement strategies and plans.
13. Defines, recommends and articulates benefit case for the 'right-sourcing' / alternative sourcing models to enable a global delivery of ITS Service Desk services.
14. Provides technical management of an IT operation, ensuring that agreed service levels are met and all relevant policies and procedures are adhered to. Ensures that operational problems are identified, recorded, monitored and resolved.

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

2.4 Supervision Received

- The post holder reports directly to the Head of Service Delivery (Service Management & Security Operations)

2.5 Supervision Given

- All staff within the ITS Service Desk & Client Support function
- Service Desk & Client Support Team leaders

2.6 Contacts

- ITS Staff, External Agencies, Consultants and Contractors
- Service Providers, Shared and Outsourced Suppliers and other Vendors
- All Subsidiary Companies, Faculties, Schools and Services within the University Group

3. Person Specification

ATTRIBUTES	ESSENTIAL	ADVANTAGEOUS
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<p><i>Education/ Qualifications</i></p>	<p>Educated to degree level in ICT or related relevant discipline with a chartered professional qualification or equivalent experience.</p> <p>Has a level 3 service management framework qualification and knowledge of lifecycle or capability elements of ITIL.</p>	<p>ITIL Intermediate Qualification in Service Operation</p> <p>Any other ITIL Intermediate Qualification</p> <p>ITIL Managing Across the Lifecycle Qualification (Expert)</p>
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<p style="text-align: center;"><i>Experience (Paid and Unpaid)</i></p>	<p>Experience of developing and executing a Service Desk, Client Support and End User Support strategy</p> <p>Leading a 24/7 service desk capability within a complex organisation.</p> <p>Tracking of emerging trends and identifying innovative opportunities to enable corporate goals to be achieved</p> <p>Experience of managing the overall delivery of service desk functions through the adoption of a customer centric and pro-active management mind-set.</p> <p>Experience as a Process Owner and driving improvement in customer satisfaction</p> <p>Experience in Major Incident Management</p> <p>Experience and knowledge in one of the following (with some exposure to the other):</p> <ul style="list-style-type: none"> • Microsoft Windows • Mac OSx <p>Knowledge of supporting the following:</p> <ul style="list-style-type: none"> • Email (Microsoft Office 365) • Wired and Wireless networking configuration • Data Security managing reported phishing • Range of mobile devices including tablets and smartphones. <p>Understands core technical concepts related to their role and is able to apply them with guidance.</p>	<p>Experience in other Core Technology support functions</p> <p>Implementation of continuous improvement benchmarks</p> <p>Higher Education experience</p> <p>A working understanding of the General Data Protection Regulation</p> <p>Knowledge of an academic institutions' IT services offered and typical applications used.</p> <p>Experience in developing Service Integration and Management (SIAM) capabilities.</p>
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	Experience of using an IT service management support system and leveraging automation to enhance support capabilities.	
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***Job-related skills/
Aptitudes***

Excellent analytical, strategic conceptual thinking, strategic planning and execution skills.

Exceptional leadership skills with the ability to develop and communicate the Service Desk, Incident Management and Request Fulfilment vision, and inspire, motivate and develop staff.

Takes accountability and has strong sense of ownership.

Results orientated and a commitment to a high quality customer service,

Good Organisational and planning skills.

Understanding of business organisation, politics and culture.

Understanding global / local business differentiation.

Knowledge of customer behaviours, needs and expectations.

Ability to build and maintain broad network of business relationships.

Ability to lead a team to quickly resolve complex problems in the provision of IT services.

Openness to learning and to develop a learning culture within the team

Good understanding of current and emerging technologies and how other enterprises are employing them to drive digital business support.

	<p>Able to identify process optimisation opportunities with guidance and contribute to the implementation of proposed solutions</p> <p>Service reporting - Leverages their data analytics skills to enhance business performance.</p>	
<i>Interpersonal Skills</i>	<p>Able to influence and negotiate with Senior Managers and also where resources may not be in direct control of this role.</p> <p>Ability to build trust and display integrity.</p> <p>Able to motivate others to deliver high performance.</p> <p>Ability to forge effective relationships in a complex matrix management environment.</p> <p>Ability to work collaboratively and key team player.</p> <p>Excellent communication, listening and information gathering skills.</p>	
<i>Other Requirements</i>	<p>Able to work flexibly to meet the needs of the service; including Out of Hours support for Major & High Incidents.</p> <p>A flexible approach to working hours and location, including a willingness to travel, locally, nationally or overseas, as required.</p>	