Post Title: **Service Desk and Client Support Team Leader**

Grade: 7

JOB DESCRIPTION

.1   Purpose

To be responsible for managing the Service Desk Team to achieve the development, improvement and delivery of a high profile 'Expert Service Desk' Service. To be accountable for the ITIL Incident Management and Service Request Fulfillment processes and first stage Problem Management process.

User communication responsibilities are also part of this role and they encompass the delivery of high-quality documented information about services available through this function (e.g. known issues status reports, FAQ's and service guidelines), in addition to verbal communication - advice, liaison, and video/audio messages.

.2   Main Duties and Responsibilities

1. Manages the ITIL aligned 'Expert IT Service Desk' service to meet user needs, agreed Service Levels and any agreed ITS Business Plan objectives relating to Service Improvement Programmes (SIP's) aimed at the delivery of an efficient IT Service Desk function.

2. Accountable for the customer facing IT Service Desk in the library and or any other locations where required along with any appropriate 1st line support service to achieve delivery of an 'Expert service desk'.

3. Ensure that the Service Desk Team adhere to all associated written processes, procedures and instructions (and that line management is made aware of situations where they either are not or cannot be followed) in order that the published service levels and Key Performance Indicators may be met.

4. Leads in the event of a major incident or service failure in line with the Major Incident Management process and is an active part of the major incident response team.

5. Investigates & initiates opportunities to adapt and change procedures with a view to 'shifting more solution delivery to 1st Line', to achieve the resolution of the majority of user requests (Incidents, Requests for Help, Service or Information) at the Service Desk (1st line) whilst ensuring that any early 1st line diagnostic work carried out on those subject to 'hierarchical escalation' will be properly documented.

6. Accountability for overseeing, planning, progression, management and delivery of the team's work. Ensuring that conflicts are properly identified and then dealt with efficiently where they are under the Postholder's control.

7. Ensures the accurate documentation of customer requests relating to the department's supported systems for - assistance, help or advice relating to system failures (incidents and problems) or for service requests (including Change Requests) - to ensure that all relevant information relating to each transaction is properly and professionally recorded in enough detail.

8. Manages the service performance and then to coach, train on, and otherwise positively influence, the service performance delivered by Service Desk Staff as well as Staff from other groups and sections within IT Services and within other teams outside of IT Services who are servicing (or helping to service) user requests.

9. Actively reviews, manages and monitors the IT Service Management system for new incidents and service requests and process based on priority and urgency.

10. Analyses academic, business or technical requirements to propose service delivery solutions. Consult/liaise with ITS colleagues, University stakeholders, and external consultants, suppliers or contractors to produce recommendations of this service to the Service Desk and Client Support Manager.

11. Ensures the collation and provision of appropriate on-line delivery of tutorials/advice/FAQ's/Knowledge Data for users about IT Services to ensure that the users both know about, can understand and use the various IT Services and how to access them.

12. Pro-actively liaises with faculties and departments regarding escalated customer or user problems and issues, to ensure the timely resolution of customer/user enquiries.

13. To be proactively involved in the testing various deployments, in compliance with defined software/hardware/service procedures to evaluate, identify and resolve problems before general release.

14. Ownership of regular 'management control' reports/indicators and the maintenance of records as requested by ITS management

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

.3   Supervision Received

Service Desk & Client Support Manager

.4   Supervision Given

Service Desk & Client Support Analysts

.5   Contacts
All University Staff Users
All Student Users
All University Customers (Unit Management)
IT Services Staff and Management
Appropriate External Bodies
Other HE Institutions
Contractors & Suppliers

3.   PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	ADVANTAGEOUS
Education/Qualifications	Educated to degree level in a relevant discipline with a professional qualification or substantial experience in related field in lieu of the above. ITIL Accreditation beyond Foundation stage	Postgraduate or professional qualification in a relevant discipline, or chartered member. ITIL Service Management Accreditation) although relevant experience will be considered in lieu of formal qualifications
Experience (Paid and Unpaid)	Significant experience of providing technical support to computer users, both software and hardware. Experience in the use of a variety of ITC equipment and software. Experience of leading a team. Experience in fault-finding and repair of IT equipment. Change Management and/or Release Management Experience of producing statistics from data records	Experience of academic or higher education processes.
Job-related skills/Aptitudes	Proven analytical, planning and execution skills.	A blend of business, IT, financial and communication skills.

	Proven leadership and management skills with the ability to develop, communicate and inspire staff. Takes accountability and has strong sense of ownership. Results oriented and a commitment to a high-quality customer service Ability to build and maintain broad network of business relationships. Knowledge of customer behaviours, needs and expectations. Ability to lead a team/discipline to quickly resolve complex problems in the provision of IT services. Good understanding of current and emerging technologies and how other enterprises are employing them to drive digital business support.	Understanding business organisation, politics and culture. Experience of Windows, DOS, UNIX, MAC O.S's and networks. Experience of using MS Products.
Interpersonal Skills	Ability to build trust and display integrity. Able to motivate others to deliver high performance. Ability to forge effective relationships in a complex matrix management environment. Ability to work collaboratively and key team player.	

	Excellent communication, listening and information gathering skills.	
Other Requirements	A flexible approach to working hours. Able to work flexibly to meet the needs of 24/7 service support. Ability to travel within the UK or overseas, as required. An appreciation of other cultures; the global reach of the University and its international agenda.	