

Job title: IT Service Desk Manager

Department: Resources

Service: IT Service

Grade: I

Post reference number:

1 Job purpose

To provide professional management of the IT Service desk function in a complex IT environment, supporting IT customers city wide. Prioritising the day-to-day demands with competing customer needs, whilst ensuring continuous service improvement through proactive response to high priority incidents. To take ownership of the monitoring and active interaction on call queues and the development, maintenance and review of all IT Service desk Team systems, policies and procedures, ensuring that up to date information is available for the Service Desk team to deliver a quality IT service to Nottingham City Council customers. To actively promote knowledge management, self-service and alternate delivery methods. To be responsible for an effective technical fault resolution at first point of contact, proactively identifying changes in demand.

2 Principal duties and responsibilities

1. To proactively implement and embed IT service management good practice, such as the ITIL Framework, in all areas of work and ensure that positive contributions to all parts of the IT service management lifecycle are made at all times.
2. The provision of key performance reports on service delivery against Industry performance indicators and internal service level agreements on weekly/monthly basis for the Director of IT, Head of IT Delivery and Continuous Service Improvement Manager as required.
3. Monitor the quality of service provided by the IT Service desk function and develop and implement any necessary changes to improve the delivery of service to customers and ensure that service desk colleagues are aware of overnight issues or forthcoming changes.
4. Perform improvement activities on behalf of the IT Service desk function managing incidents, service requests and project requests in an effective manner reducing the amount of intervention required to reach fulfilment.
5. Regularly monitor the support queues to maximise resource utilisation in the support of customer issues and requests, provide regular updates to IT management on significant incidents and major incidents.
6. Research and evaluate new tools and support software which may enhance the delivery of support to customers and develop effective working relationships with IT suppliers,

local authorities and departmental technical groups to ensure all shared responsibilities are well defined and understood among all supporting colleagues.

7. To coach, mentor and develop customer support colleagues, and ensure that they are provided with the necessary tools, procedures and policies to enable them to deliver a high quality service. To perform staff management responsibilities for the function.
8. Responsible for taking ownership of customer complaints and to investigate and ultimately resolve any complex incidents that are received or that are passed from other colleagues.
9. To manage effective relationships with the Change Manager, Incident and contribute to service redesign activities, particularly relating to corporate priority projects.
10. To maintain efficient records of work, systems documentation and charges to users, including the document and updating of procedures and processes with the team.
11. Identify user demand patterns and their effect on customer support colleague availability and undertake effective measures to meet demand.
12. Contribute to continuous service improvement activities in conjunction with the Continuous Service Improvement Manager.
13. Create/develop/maintain Service Desk Support procedures, carry out acceptance testing of any new procedures/process that is being handed to the service desk by other support area.
14. To identify and escalate incidents to the Incident Manager and Head of Delivery when situation requires such actions to take place.
15. Keep customers informed of any progress on their incident, service request and planned changes or outages of systems.
16. To deputise for the Head of Delivery as required.
17. To ensure the confidentiality, integrity and availability of corporate information assets and systems and, where appropriate, ensure preventative measures are undertaken to help mitigate the risk of a security incident occurring including reporting any security breaches or exceptions.
18. To work outside normal office hours as necessary and to participate in an out of hours on call rota if required.
19. To proactively build and develop a positive reputation for the IT Service by acting as an ambassador when dealing with other colleagues, customers and external partners and ensuring a positive customer and citizen focused approach at all times.
20. To proactively implement and embed IT service management good practice, such as the ITIL Framework, in all areas of work and ensure that positive contributions to all parts of the IT service management lifecycle are made at all times.
21. Contribute fully to the delivery of the Council's IT Strategy, and allied initiatives, which has a vision to provide a platform to develop and deliver consistently good quality, right first time, cost effective solutions and services that routinely surpass expectations and

contribute to the successful transformation of Council service delivery and leads to improved outcomes for Nottingham's citizens.

3 All staff are expected to maintain high standards of customer care in the context of the City council's Core Values, to uphold the Equality and Diversity Policy and health and safety standards and to participate in training activities necessary to their post.

4 This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer; the responsibility level of any other duties should not exceed those outlined above.

5 All staff must be aware of and adhere to the Council's Information Security Policy and IT Acceptable Use Policy. All employees have a responsibility to protect the Council's information and physical assets in accordance with these policies. Any breach of information security controls may result in disciplinary action being taken against them under the Council's disciplinary policy and may result in dismissal.

6 Numbers and grades of any staff supervised by the post holder:

Apprentices (4 FTE),
Senior Service Desk Analyst – F (2 FTE)
Service Desk Analyst – E (11 FTE)

7 Post holder's immediate supervisor

IT Customer Services Manager

Prepared by/author: Simon Salmon

Date: May 2015

Job title: Head of IT

Note: This section should only be included in job descriptions issued to employees and should not be sent to all job applicants.

I understand and accept the job duties and responsibilities contained in this job description.

Signature:

Date:

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Areas of responsibility / requirements	Requirements	Measurement				
		P	A	T	I	D
Technical	Knowledge and experience of using methods and techniques for risk management, business impact analysis, countermeasures and contingency arrangements relating to serious disruption of IT services.			●	●	
	Experience of successfully utilising techniques for ensuring full account is taken of customer real and stated need in delivery of IT services.		●		●	
	Expertise in generating reports using appropriate tools to extract and manipulate data from databases and analyse and present the data in a meaningful way.		●	●	●	
	Proven ability to troubleshoot networking, software, hardware and application problems and to implement appropriate solutions to resolve problems.		●		●	
	A recognised qualification or significant training or significant experience in a corporate IT environment.		●		●	●
	A professional qualification such as ITIL would also be desirable.		●			●
Knowledge	Knowledge of a wide range of Microsoft products and services e.g. AD, Exchange, etc, along with Networking, DHCP, Citrix, VMware, VoIP and broad understanding of corporate applications.		●	●	●	
	Knowledge of IT service management processes.		●	●	●	
	Knowledge of IT security policies and Data Protection legislation.		●			

Experience	Ability to prioritise work and deliver results in a pressurised environment balancing conflicting demands to achieve acceptable outcomes.		●	●		
	A proven record of effectively managing a IT Servicedesk function within a complex IT environment.		●		●	
	To have experience of incident management and request fulfilment in line with best practice.		●	●	●	
	Experience and substantial working knowledge of providing customer support at 2nd line level in desktop and networking environments.		●		●	
	Experience of developing and training staff, developing processes, procedures and documentation.		●			
	Experience of methods and techniques for reporting progress and performance against targets, and planning and reporting progress against service requests and faults.		●	●		
Skills / Abilities	Ability to produce clear written and verbal communications for a range of different stakeholders.		●	●	●	
	Understanding of customer service, ownership and feedback in the context of Problem Management.			●	●	
	Ability to enhance technical skills through self-development and formal training courses.		●			
	Techniques for ensuring that full account is taken of customers' real and stated needs in the delivery of IT services.			●	●	
Work to promote mutual respect and good relations	Awareness and understanding and commitment to the pursuit of equality of opportunity in terms of <ul style="list-style-type: none"> • service delivery • employment practice 		●		●	
Work Related Circumstances	To be willing to work outside of core working hours as required.		●			
	Willingness to comply with the City Council's non-smoking policy.		●			
	To be able to undertake a Disclosure & Baring Service (DBS) basic or full check with an outcome of satisfactory.	●				●

P: Pre-application **A:** Application **T:** Test **I:** Interview **D:** Documentary evidence

Prepared by/author: Simon Salmon **Date:** May 2015

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