It is important to note that this job description is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your contract of employment.

Job Description for the post of:

IT Service Desk Manager
EHA1599-0521

Reporting to: IT Customer Services Manager

Accountable to: Director of IT Services

The Post

The focus of the post is to provide management of the IT Service Desk whilst ensuring provision of excellent customer service to our service users. The postholder will line manage a team of Service Desk Analysts and will be responsible for service provided to all customers of the IT Service Desk ensuring that an effective single point of contact is maintained. This role will include 'hands on' provision of technical IT support and user assistance.

The postholder will monitor and track the progress of cases, provide users with progress updates through to resolution and, where required, initiate timely interventions to ensure an excellent customer experience. In addition, the postholder will oversee and assist with staff IT induction, systems documentation and perform IT systems administration and service reviews as befits the role. This will include providing reports on incident trends, analysing data to identify areas for development with a view to ensuring continual service improvement.

The IT Service Desk team also assists in the provision of some 2nd line IT technical support services and installations, and the postholder will perform these duties where required.

This is an ideal opportunity to move from Team Leader/Supervisory role into a line management role. Additional line management support and training can be provided, if required.

The post will be based at the Ormskirk Campus of Edge Hill University within the IT Service Desk Team, a section of the IT Services Department.

Duties and Responsibilities

1. Actively manage a team of IT Service Desk Analysts providing support to University users and stakeholders across both physical and virtual service points. This includes monitoring Service Desk cases, call volumes and trends, managing Team workloads and rotas, and identifying opportunities for staff development.

2. Managing the Service Desk software and other frontline support systems. Provide evidence based reports using targeted management information and analytics from a range of systems as required, including incident reporting, service requests and operational matters to ensure evidence based decision making.

3. Oversee provision of our excellent first-line IT Service Desk support to all University users and external stakeholders, working with interested parties to ensure the resolution of customer concerns or complaints.

4. Ensure IT Service Desk requests, queries and incidents are logged accurately, timely and appropriately on the Service Management system, including all face to face, telephone, email and online requests for support.

5. Oversee and monitor the escalation and progress of assigning second and third-line support calls to IT Services colleagues and/or third-party IT support agencies based on agreed service level targets, priority and urgency.

6. Define escalation routes and provide guidance, assist and support the Service Desk Analysts where complex incidents and/or challenging service requests arise, and act as an escalation / intervention point where required.

7. Manage the Service Desk communications with customers to relay timely and accurate progress updates from initial enquiry through to successful completion and perform post resolution follow ups as required.

8. Perform IT systems administration, including Active Directory user management tasks, in support of customers and service colleagues.

9. Establish effective working relationships with colleagues across the University to ensure any potential IT related issues are reported in an accurate and timely manner. Raise the profile of the IT Service Desk as a first point of contact.

10. Develop, review and curate user support documentation, including user guides, reference notes, FAQs in various accessible formats.

11. Document technical fixes and workarounds and ensure these are added to the Service Desk Knowledgebase.

12. Working with colleagues, identify, develop, document and implement new processes, workflows and/or procedures as required.

13. Deputise for the Customer Services Manager where required.

14. Respect confidentiality and demonstrate excellent customer care at all times, with all customers, service users and stakeholders.

15. Contribute and jointly lead on the Customer Service Excellence Award

In addition to the above all Edge Hill University staff are required to:

a) Adhere to all Edge Hill's policies and procedures, including Equality and Diversity and Health and Safety

b) Respect confidentiality: all confidential information should be kept in confidence and not released to unauthorised persons

c) Undertake appropriate learning and development activities as required

d) Participate in Edge Hill's Performance Review and Development Scheme

e) Adhere to Edge Hill University's environmental policy and guidelines and undertake tasks in a sustainable manner

f) Demonstrate excellent Customer Care in dealing with all customers

Salary: Grade 7, Points 27-30
£30,942 - £33,797 per annum

Hours: 36.25 hours per week

Candidates should note that shortlisting will be based on information provided on the application form with regard to the applicant's ability to meet the criteria outlined in the Person Specification attached.

PERSON SPECIFICATION

Service Desk Manager
EHA1599-0521

CRITERIA:

Applicants should provide evidence of their ability to meet the following criteria:

		Essential	Desirable	*Method of assessment (I/A/S/T/P)
Qualifications				
1	A level qualifications or relevant work experience	*		**A**
2	Relevant IT qualification (e.g. ECDL, ITIL Foundation, SDI Service Desk Analyst /Manager)		*	**A**
3	Degree / Professional IT qualification		*	**A**
Experience and Knowledge				
4	Experience of line management or a minimum of 3 years working in a Team Leader supervisory role	*		**I/A/S**
5	Significant experience of supporting a range of hardware platforms, operating systems and software applications	*		**I/S/T**
6	Experience of supporting MS Windows/Active Directory Systems	*		**I/T**
7	Experience of a customer focussed IT Services environment, ideally in a Service Desk / Customer Services function	*		**I/A/P**
8	Demonstrate a working knowledge and technical understanding relevant to the duties of the post	*		**I/S/T/P**
9	Working experience of IT systems administration including multi factor authentication	*		**I/S/T/P**
10	Understanding and experience of working with IT governance and security in terms of both people and software	*		**I/S/P**
11	Experience of working in the Higher Education sector		*	**A**
12	Understanding of IT Service Management principles with proven experience of dealing with incidents and service requests	*		**I/S/T**
Abilities/Skills				
13	Demonstrable evidence of delivering an excellent customer experience relating to the provision of 1st line help and support	*		**I/S/P**

14	Excellent communication skills both oral and written	*		**I/A/P**
15	Able to develop and maintain effective working relationships at all levels and maintain total confidentiality	*		**I/S**
16	Able to work as part of a team promoting a collaborative approach to service provision	*		**I/S/P**
17	Able to organise and prioritise work effectively under pressure, in particular the ability to process incidents and service requests based on priority and urgency	*		**I/S**
18	Evidence of strong inter personal skills demonstrating the ability to effectively communicate with customers throughout the full life cycle of the incident management and request fulfilment process	*		**I/P**
19	Able to be operate flexibly and reliably	*		**I/S**
20	Ability to use own initiative to propose and deliver innovative ways to improve processes and to enhance service delivery	*		**I/S/P**
Other				
21	An awareness of and commitment to Equal Opportunities Issues	*		**A**

*#**Method of Assessment**
(I-Interview, A-Application, S-Supporting Statement, T-Test, P-Presentation)
Please note that applications will be assessed against the Person Specification using this criteria.