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| **Post Details** | | **Last Updated:** 17/11/2022 | | | | | |
| **Faculty/Administrative/Service Department** | IT Services | | | | | | |
| **Job Title** | IT Service Desk Lead | | | | | | |
| **Job Family** | Professional Services | | **Job Level** | 4 | | | |
| **Responsible to** | Head of IT Customer Services | | | | | | |
| **Responsible for (Staff)** | Managing 6 IT Service Desk Staff | | | | | | |
| **Job Purpose Statement**  The Service Desk Lead is responsible for leading Service Desk operations, and for ensuring the team achieves high customer satisfaction levels and meets/exceeds agreed SLA’s. The post holder will be responsible for identifying and developing tangible improvements and outcomes as the lead for the team. The post holder will be highly focussed on the customer experience.  This is a role critical to the success of IT Service delivery within the University’s busy IT Services department. Success in this role will lead to improved IT Services for staff and students. The post holder will coordinate and have oversight of Incident Management performance, communication and case management quality and standards, and act a technical and procedural escalation point for queries from Service Desk Analysts, members of IT Services staff and University staff and students.  The Service Desk Lead will provide a professional, customer focussed service to all customers. They will ensure that customer expectations are exceeded, and service levels are achieved. During incident management, the post holder will identify the key issues at hand, initiate the most suitable course of action and work with appropriate colleagues to resolve the incident.  The Service Desk Lead will be highly analytical with the ability to retrieve, manipulate, interpret and act on the results observed.  As the Desk Lead you will have the ability to manage and motivate a team of analysts.  The post holder and team will be responsible for the IT Change Management function. | | | | | | | |
| **Key Responsibilities** This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities (5 to 8 maximum) | | | | | | | |
| 1. Lead the Service Desk. Oversee inbound case logging and incident/service request resolution activities within the team. Developing solutions as appropriate to meet SLA’s including resourcing, hours of service, skill transfer, development of knowledge etc. 2. Monitor the performance of the Service Desk through CSAT scores and the development of SLAs and KPI’s and report against them on a regular basis, as required by senior management. 3. The post holder is responsible for analysing incidents and requests to identify gaps in service performance, implementing immediate short terms plans and developing medium and long term improvements to improve the customer experience, reduce avoidable demand and improve operational efficiency. Use IT Service Desk expertise to liaise with other IT and customer teams to deliver and develop shared best practices, processes, and procedures. 4. The post holder must have proven knowledge of ITIL best practices and implement and continually refine ITIL based ITSM processes (Incident, Change, Major Incident, Problem, CSI, Service Transition and Knowledge Management) 5. Act as an escalation point for team members as well as manage customer escalations. 6. Provide high-level professional and processes guidance. Monitor staff performance for telephony etiquette and stats, call handling quality, case resolution and case quality. Where corrective actions are required to develop and implement an action plan to achieve measurable improvements. 7. The post holder is responsible for completing detailed trend analysis, producing formal reports and present results and recommendations to IT Customer Services team to facilitate decision making. The post holder will lead on the implementation of change and improvements with discussions of it leadership team. 8. The post holder will be responsible for resource management of a team of Service desk analysts ( appraisals, performance management, rostering and workload forecasting) 9. The post holder will focus on the impact of IT change on the business with the aim to minimise the negative effects. The Service Desk Lead will operate and maintain the change advisory board and ensure any changes are assessed, categorised and where necessary communicated correctly.   **N.B. The above list is not exhaustive.**  . | | | | | | | |
| All staff are expected to:  * Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy. * Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students. * Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions. * Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role. * Undertake such other duties within the scope of the post as may be requested by your Manager. * Work supportively with colleagues, operating in a collegiate manner at all times.   **Help maintain a safe working environment by:**   * Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand. * Following local codes of safe working practices and the University of Surrey Health and Safety Policy. | | | | | | | |
| **Elements of the Role**  This section outlines some of the key elements of the role, which allow this role to be evaluated within the University’s structure. It provides an overview of what is expected from the post holder in the day-to-day operation of the role. | | | | | | | |
| **Planning and Organising**   * The post holder has the discretion to determine their priorities and that of their team. Where necessary they will be expected to make decisions independently which deviate from established processes and practices, in order to achieve the defined service levels or desired outcomes. * The post holder is expected to manage and lead on business change and improvement projects and initiatives across the function to support and deliver the IT strategic and operational plans * The post holder is responsible for staff covering a broad range of functions and services and will be expected to plan and prioritise the team’s operational activities to ensure service level agreements, KPIs are consistently met or exceeded | | | | | | | |
| **Problem Solving and Decision Making**   * The post holder is expected to take a pro-active approach to problem-solving, identifying at an early stage potential issues which may lead to a negative impact on IT Services or the wider University. They are expected to either take immediate action or, where guidance or approval is required, to make recommendations to IT Senior Managers for mitigating actions, recognising, and considering the future implications. * The post holder is required to think broadly within their remit and is likely to encounter many different and often unusual or sensitive problems such as budgetary constraints and service performance breaches. They are expected to apply their knowledge, experience, and judgment as well as analytical and interpretive skills in order to devise appropriate solutions. * The post holder will be expected to make decisions and take responsibility for problems that may not have been encountered before, procedures and operating standards are not clearly defined or where all the information is not available and only the outcome is clearly defined. * The post holder will have scope to shape processes and procedures in their area and act with minimal day-to-day supervision in the delivery of their own work and that of their team. They will have the latitude to consider which amongst many procedures should be followed in order to achieve objectives. Where established procedures are not fit for purpose or do not fit the situation, they may rely on precedent, their knowledge or previous experience to establish the approach. * There is scope for the post-holder to apply judgement and initiative when managing their workload, and their teams including any medium-term priorities and when responding to any conflicting demands, whilst appreciating the impact on the longer term. | | | | | | | |
| **Continuous Improvement**   * The post holder is expected to take responsibility for developing and implementing new and revised procedures and policies, in order to allow IT staff to act responsively, meet department objectives, KPI and Service Level Targets and ensure regulatory and University policy compliance. * The post holder is responsible for the management, motivation, training, and development of a professional team to ensure KPIs and Objectives are met. * The post holder will make sure that knowledge has training has been given for any new service that is being passed over to his team. | | | | | | | |
| **Accountability**   * The post holder has substantial freedom and autonomy and is expected to act independently on service delivery, service improvements and operational activity within their remit, although they will be expected to liaise with IT senior Mangers on major changes or deviation from agreed plans. * The post holder is responsible for setting the quality standards and performance indicators for their team and function and is expected to control the activities of the team to ensure these KPIs are consistently met and exceeded. | | | | | | | |
| **Dimensions of the role**   * The post holder is responsible for the leadership and development of a team of Service Desk Analyst and Senior Service Desk Analyst to ensure successful delivery of the remit of the team. * Act as a mentor to colleagues in IT Services, including training and support in their continued development.   **Supplementary Information**  Success in this role is heavily dependent on building successful and strong relationship with colleagues in IT Services, across professional services departments, faculties. | | | | | | | |
| **Person Specification** This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role. | | | | | | | |
| **Qualifications and Professional Memberships** | | | | | |  | | |
| Professionally qualified with a relevant degree/postgraduate qualification, plus broad demonstrable experience in a similar or related role  Or:  Substantial vocational and relevant experience demonstrating service management ability in an appropriate professional or specialist area, and success in a similar or related role, supported by evidence of significant appropriate specialist knowledge. | | | | | | E | | |
| Relevant professional qualification, at a specialist level e.g. ITIL Foundation V3 (2011) Certification or above | | | | | | E | | |
| **Technical Competencies (Experience and Knowledge)** This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance). | | | | | **Essential/ Desirable** | **Level**  **1-3** | | |
| Expert Knowledge of IT Service Desk and Operational Support work practices, processes, and procedures. | | | | | E | 3 | | |
| Proven analytical and problem-solving capability | | | | | E | 3 | | |
| Demonstrable experience of leading and motivating a team and delivering first line customer support in a complex technical environment. | | | | | E | 3 | | |
| Knowledge of IT Service Management methodologies and industry best practice e.g. ITIL | | | | | D | 2 | | |
| Experience of Higher Education Sector. | | | | | D | n/a | | |
| **Special Requirements:** | | | | | | **Essential/ Desirable** | | |
| The post holder must be willing and able to work flexibly. This will include working outside of regular office hours upon occasion. This may include both planned work for project delivery and unplanned technical support on a rota basis. This is a hybrid role with the expectation that this will be at least 3 to 4 days per week in the office. | | | | | | E | | |
| **Core Competencies** This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requiremeto 4nt of the grade. | | | | | | **Level**  **1-3** | | |
| Communication  Adaptability / Flexibility  Customer/Client service and support  Planning and Organising  Continuous Improvement  Problem Solving and Decision Making Skills  Managing and Developing Performance  Creative and Analytical Thinking  Influencing, Persuasion and Negotiation Skills | | | | | | 3  3  3  2  3  2  2  2  2 | | |
| This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.  Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose. | | | | | | | | |
| **Organisational/Departmental Information & Key Relationships** | | | | | | | | |
| Background Information  The University of Surrey is committed to being a leading national and international university. Our high quality teaching, learning, research and enterprise are delivered within a professional and collegiate academic community based in three Faculties; the Faculty of Arts and Social Sciences (FASS), the Faculty of Engineering and Physical Sciences (FEPS) and the Faculty of Health and Medical Sciences (FHMS). The University is supported by Professional Services functions of which IT Services (ITS) is one.  IT Services offers a wide range of administrative and academic computing and information technology services for all staff and students at the University with over 14,000 Service users  University IT is organised into a central department, providing services and support for business administration departments and students, and 3 faculty based departments, focusing on academic and research IT Services.  One of the Seven Strategic Themes of the IT Strategy is “Get IT right”. This includes the highest levels of customer support and Operational efficiency. This role is key to supporting the realisation of the IT strategy in this area. | | | | | | | | |
| Department Structure Chart | | | | | | |
| Relationships Internally – this role will build relationships with all teams in IT Services and customers across all Professional Services and Academic Departments / Faculties.  Externally – out-of-hours support providers. Key suppliers / service providers where required for the role. | | | | | | |