JOB DESCRIPTION

Job Title: IT Service Desk Manager

Department / Unit: IT Services

Job type Professional Services

Grade: Grade 8

Accountable to: Assistant IT Director – Service Delivery

Accountable for: IT Service Desk Supervisor, IT Service Desk Analysts (4)

Purpose of the Post

The IT department is responsible for the delivery and support of all aspects of Information Technology within the College. The department is responsible for all the operational aspects of IT including service desk, desktop support, network, telecommunications and server infrastructure; the development, implementation, integration and support of applications; and delivering IT projects and change.

The IT Service Desk Manager is responsible for managing the IT Service Desk organisation which provides front line Incident and Request Management across all IT services. They are responsible for ensuring that all incidents and service requests are handled effectively across all channels within agreed Service Levels to deliver customer satisfaction. The Service Desk Manager is responsible for developing and implementing the strategy, standards and procedures within which the Service Desk and other related Service Desks will operate.

In addition, the role-holder will provide leadership and management to the first line IT Service Desk and Laptop support teams.

The post-holder owns the configuration and development of the IT Services call-logging tool, Footprints, and is responsible for gathering the feedback and improvements required from the customers in order to deliver the highest levels of service.

Key Tasks

1. Draft the Service Desk strategy to drive the shifting of incidents and requests to more efficient and faster resolution processes and design a flexible and robust service.
2. Develop consistent, standard responses to incidents and requests and work with team to standardise and improve.
3. Deliver the operation of the service incident and service request processes (ITIL) and procedures, ensuring procedures are followed, including reviews and problem analysis.

4. Own the knowledge base tool and develop IT Services policies and procedures for its effective use, including review and compliance.

5. Work with other areas of the Department to enable as much first-line fix as possible by developing a training schedule for Service Desk staff and developing and enhancing the knowledge base.

6. Obtain Customer Feedback to evaluate the level of customer satisfaction delivered by the Service Desk.

7. Monitor the performance of the Service Desk through the development of SLAs and KPI's and report against them on a regular basis, as required by senior management.

8. Plan resources to meet demand.

9. Ensure recruitment, performance management, training, career development programs, succession planning, resource planning and HR processes are being managed across the Services Desk.

10. Work with projects to interpret requirements from changes to service or new services and develop support documentation for non-technical users and the Service Desk analysts.

11. Analyse the impact of new services or changes to services on the Service Desk and develop solutions as appropriate to provide service including resourcing, hours of service, skills transfer, development of the knowledge base etc.

12. Provide leadership to the IT Service Desk and Laptop Support teams.

13. Represent the IT Services Department in the configuration of the Service Desk tool to meet the requirements of the Department’s customers.

14. Oversee and coordinate training and support in the call logging tool (Footprints) across the Department.

15. Provide IT focussed Start of Session planning and support.

16. Keep up to date with industry developments, driving innovation and effective change.

17. Provide an IT Laptop and Laptop Support Service through employment and training of a student workforce.

Other Duties

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

Internal and external relationships
The following list is not exhaustive but the post holder will be required to liaise with all members of the IT Department with particular focus on:

- IT Service Management
- Desktop Support
- All TSOs in both Service Delivery and Enterprise applications

In addition, there are some key relationships in the College that the post-holder will require to hold:

- School Managers
- Other key administrative contacts in Departments
- Technical Contacts in Academic and Professional Services Departments
PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

Job Title: IT Service Desk Manager  
Department: IT Services

<table>
<thead>
<tr>
<th>Knowledge, Education, Qualifications and Training</th>
<th>Essential</th>
<th>Desirable</th>
<th>Tested by Application Form/Interview/Test</th>
</tr>
</thead>
<tbody>
<tr>
<td>Educated to degree level or equivalent experience</td>
<td>X</td>
<td></td>
<td>Application form</td>
</tr>
<tr>
<td>ITIL foundation</td>
<td>X</td>
<td></td>
<td>Application form</td>
</tr>
<tr>
<td>Project management qualification</td>
<td></td>
<td>X</td>
<td>Application form</td>
</tr>
<tr>
<td>ITIL Service Operation</td>
<td></td>
<td>X</td>
<td>Application form</td>
</tr>
</tbody>
</table>

Skills and Abilities

<table>
<thead>
<tr>
<th>Leadership skills and the ability to influence and motivate team and colleagues</th>
<th>X</th>
<th>Interview</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excellent written and verbal communication skills in both technical and non-technical areas to a range of audiences</td>
<td>X</td>
<td>Application form / interview</td>
</tr>
<tr>
<td>Ability to work effectively under pressure</td>
<td>X</td>
<td>Interview</td>
</tr>
<tr>
<td>Ability to manage a vast range of competing priorities</td>
<td>X</td>
<td>Interview</td>
</tr>
<tr>
<td>Excellent IT troubleshooting skills with the ability to track problems across multiple systems</td>
<td>X</td>
<td>Interview</td>
</tr>
</tbody>
</table>

Experience

<table>
<thead>
<tr>
<th>Experience of managing or supervising an IT Service Desk, managing incidents and requests</th>
<th>X</th>
<th>Application form / interview</th>
</tr>
</thead>
<tbody>
<tr>
<td>Experience of using and specifying requirements for a service management tool</td>
<td>X</td>
<td>Application form / interview</td>
</tr>
<tr>
<td>Experience of providing reports for colleagues and senior management</td>
<td>X</td>
<td>Application form / interview</td>
</tr>
<tr>
<td>Experiencing of monitoring service against KPIs</td>
<td>X</td>
<td>Application form / interview</td>
</tr>
<tr>
<td>Experiencing working with IT colleagues to deliver new services into operational support</td>
<td>X</td>
<td>Application form / interview</td>
</tr>
<tr>
<td>Experience of providing training for colleagues in service ticketing tools</td>
<td>X</td>
<td>Application form / interview</td>
</tr>
<tr>
<td>Experience of providing a face-to-face support service for our user base of students and staff (c. 15,000 users), staffed by casual staff.</td>
<td>X</td>
<td>Application form / interview</td>
</tr>
</tbody>
</table>