**Job Description**

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| Job Title | Service Desk Manager |
| Post Number | 00663 |
| Section | IT Team |
| Reporting to | IT Manager |
| Grade | Grade: 7 |

**Job Purpose**

* To manage, maintain and develop an effective, professional and customer focused ICT Service Desk service ensuring that all customer incidents, requests and queries are captured and progressed swiftly. Focusing on first time fix, when possible which meet customer needs and expectations as agreed in the corporate Service Level Agreement.

**Strategy and Innovation**

Responsible for:

* Providing timely and accurate IT advice for users and customers on complex technical, compliancy and policy issues.
* Advise and implement changes to the service desk provision at the council to enhance and develop the service.
* Providing advice and guidance on existing and new policies, strategies and plans to deliver efficient and effective services for the Council.
* Supporting the transformation agenda and the organisation’s strategic objectives.
* Promoting a positive organisational culture of empowerment, creativity and innovation, which challenges existing ways of working, promotes change and recognises and rewards success.

**Contacts and Relationships**

Responsible for:

* Maintaining and developing proactive and positive communications with internal and external customers and suppliers.
* Positively supporting collaborative working opportunities with partner organisations.
* Having an understanding of the dynamics between elected members and officers, decision-making in local authorities and the relationship between other agencies.

**Customer Focus**

* Supporting and developing a customer focussed and ‘one council’ approach to IT service delivery.
* Managing, supporting and delivering appropriate solutions to improve the end to end customer experience.
* Gathering and responding to feedback about all aspects of IT service delivery from external and internal customers.

**Operational Management**

Responsible for:

* Managing the day to day operations of the Council’s IT service desk to insure incidents and service requests are recorded, categorised, assigned and monitored and resolved, so that operational problems are resolved as quickly as possible, reducing their impact on Council service delivery.
* The supervision and co-ordination of the IT infrastructure team, in conjunction with the IT Infrastructure Manager. In particular, you will be responsible for the supervision of 3 FTE Staff, including advice and support in the allocation of specific tasks and monitoring the performance of the Team. You will also have responsibility for contract/supplier staff on an ad hoc basis as required to deliver services and projects.
* Managing, maintaining and developing all aspects of the Council’s IT infrastructure, LAN and WAN in-line with the Council IT security policy and PSN / GDPR requirements.
* Contributing to the technical aspects of the IT Disaster Recovery plan and regular testing of the plan to ensure the successful recovery of ICT systems in a disaster scenario.
* Maintaining and managing the Council’s IT equipment in-line with operational, security and compliancy requirements.
* Supporting and maintaining the Council’s telephony system(s) across all sites in conjunction with NYCC.
* Ensuring data security is managed and maintained in line with the Council IT security policies and PSN / GDPR requirements.
* Developing and maintaining technical documentation, ensuring appropriate change records are maintained.
* Complying with and supporting the development of the Council’s IT standards and procedures, including recommending changes as appropriate.
* Identifying opportunities and proposing solutions to maintain, upgrade or improve existing IT infrastructure in-line with operational requirements.
* Maintaining and developing the Council’s software licensing and IT assets management systems.
* Support compliancy requirements in-line with recognised security standards such as Code of Connection (CoCo) for PSN and PCIDSS.
* Having an awareness of new IT developments which may affect the Council and provide advice to and liaise with the IT Infrastructure Manager accordingly.
* Providing advice and support as appropriate to officers and members.

**Performance Management**

Responsible for:

* Contributing to the management of the IT infrastructure in-line with operational, compliancy and security requirements such as PSN/GDPR.
* Maintaining and developing a customer service approach to delivering IT services for the Council.
* Managing the day to day IT service desk workload and the conflicting priorities resulting from this in an effective and efficient way.
* Reviewing, challenging and developing processes in collaboration with other service users to improve all aspects of IT service delivery.
* Providing an effective, efficient and customer focused service within the team, with the ability to work cross functionally supporting the operational requirements of the Council.
* Producing service desk reports regarding the number, type and IT system tickets received by the service desk to allow patterns to be recognised. Thereby identify and resolve technical/service problems or training issues.
* Ensuring the efficient use and development of IT resources and continuous development of skills and knowledge within the IT Infrastructure team.
* Supporting and deputising for the IT Infrastructure Manager in the delivery of an efficient and secure IT service to meet the operational requirements of the Council.

**Projects and Programme Management**

Responsible for:

* Working alongside the transformation team to manage and support the implementation of IT system and service changes. To enable the delivery of the IT improvement programme
* Gather and report back any Feedback and issues/problems relating to the changes.

**General**

* The above list of duties is neither exclusive nor exhaustive. The post holder will be expected to undertake other duties commensurate with the responsibility level of this post, as directed by senior management.
* The Council is a dynamic organisation which recognises the need to respond flexibly to changing demands and circumstances. Whilst the job description provides a summary of the post it may need to be amended to meet changing circumstances.
* The Council takes seriously its responsibility to safeguard and promote the welfare of children and young people and to protect adults at risk. There is an expectation that all staff will positively demonstrate their awareness and support to this commitment.

**PERSON SPECIFICATION**

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|  | **Description** | **Essential or Desirable** |
| **Qualifications and training** | * Educated to degree level in a technology related subject or equivalent or demonstrable experience at this level. | Essential |
| * Evidence of continuing professional development | Essential |
| **Knowledge** | * Awareness of ITIL-based change control processes and methodology | Essential |
| * Extensive knowledge of managing a large corporate network and associated IT systems |  |
| * Extensive knowledge of IT security and compliancy obligations | Essential |
| * Knowledge and understanding of a range of IT technologies and their application in a complex environment. | Essential |
| * Knowledge of project management techniques and tools | Desirable |
| **Experience** | * A significant technical IT background focussing on managing a range of IT technologies, including but not limited to VMWare, Microsoft Windows Server and Desktop products, MS Active Directory, Thin Client technologies and Networking technologies. | Essential |
| * Experience of managing change resulting in measurable service improvements | Essential |
| * Expertise of planning and delivering large IT-related business transformation projects, involving a range of stakeholders | Desirable |
| * Experience of working in the public sector | Desirable |
| **Occupational skills** | Problem Solving Skills   * Use of creativity and innovation to generate solutions for difficult issues. * The ability to identify possible causes of problems and implements solutions to minimise future occurrence | Essential |
| Persuading, Influencing and Negotiation Skills:   * Confidently use persuasion, influencing and/or negotiation techniques to influence others in difficult situations. | Essential |
| Analytical Skills   * Ability to break information into component parts to identify trends and projections. * Ability to pinpoint key information from large amounts of complex data to influence well-reasoned conclusions. | Essential |
| Budget Management Skills   * Able to co-ordinate, monitor and review the use of financial resources. | Essential |
| Written communication skills   * Presents/records difficult information in an accessible format suitable for a varied audience, reviews and measures the effectiveness of existing communications |  |
| ICT skills (applications)   * High level of ICT skills across a range of software packages, including Microsoft Office | Essential |
| Project Management Competency:  The ability to oversee the delivery of projects, reviewing and making amendments as necessary. | Desirable |
| **Other requirements** | * Ability to travel across the County. | Essential |
| * Ability to attend meetings outside of normal business hours. | Essential |
| * Highest professional integrity. | Essential |
| * Personally and professionally resilient. | Essential |