University of Reading

JOB DESCRIPTION

Vacancy reference:	SRF32329
Post Title:	Service Desk Team Lead
Grade:	6
School/Department:	Digital Technology Services
Reports to:	Head of Customer Experience & Service Delivery
Responsible for:	N/A

Purpose

The Service Desk is at the heart of Digital Technology Services, providing first line IT support, responding to incidents and service requests via the Self-Service Portal, telephone, email, face-to-face and remote support tools.

The post holder will be responsible for the operational coordination of the team including managing shifts, acting as a senior escalation point to the team and supporting the Head of Customer Experience & Service Delivery to ensure the quality and timeliness of the delivery of IT Support.

This role requires the ability to develop effective working relationships with colleagues, in order to ensure that a consistent, high quality service is delivered by the Service Desk.

Main duties and responsibilities

1. Provide effective leadership of the Service Desk team to ensure that services are provided to agreed service levels, including out of hours cover arrangements where necessary
2. Mentor and provide guidance and support to the Service Desk, monitor team working, schedule resources and support in conjunction with the Head of Customer Experience & Service Delivery
3. Investigate and resolve requests, incidents and problems in accordance with agreed SLA targets.
4. Investigate complex hardware problems, contacting vendors or other technical sources to resolve incidents and develop solutions.
5. Perform post-resolution follow-ups to service requests and incident reports
6. Identify patterns in incidents and highlight these for problem management purposes
7. Ensure that operational processes and facilities relating to the work of the Service Desk are documented, maintained and reviewed regularly to maintain their effectiveness and efficiency
8. Propose and help develop service improvements.
9. Monitor and report on the KPIs and SLAs for the Service Desk function.
10. Support the Head of Customer Experience & Service Delivery in the promotion and publicity of the Service Desk function and Customer experience
11. Support the Head of Customer Experience & Service Delivery in communications relating to critical incidents
12. Work with others in the Head of Customer Experience & Service Delivery Team and the Service Desk team to identify opportunities for training and personal development and maintenance of the team Skills Matrix
13. Keep up to date with relevant developments external and internal to the University and assess their implications for the IT Directorate in terms of changes to service or service levels

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14. Engage with staff in similar positions in other HE institutions to share good practice

Supervision received

The post holder will report to the Head of Customer Experience & Service Delivery will be expected to work with minimum supervision. The post-holder and Head of Customer Experience & Service Delivery will agree objectives as appropriate.

Supervision given

With the Head of Customer Experience & Service Delivery, the Service Desk Team Lead will be responsible for the day to day supervision of the Service Desk team based at the Whiteknights Campus.

Contact

The post holder is responsible for the delivery of the Service Desk function and this will involve liaison with group managers within the Digital Technology Directorate and with academic and administrative staff in schools and other departments. The post holder will also be required to work with other staff and delegates within and outside the University supporting staff, student and visitors.

It is expected that the post holder will have contact with staff with similar responsibilities at other HE institutions through national email lists and attendance at relevant events.

Terms and conditions

There are no specific hours of work, but you will be required to work such hours as are necessary to carry out the duties associated with the post. Flexibility will be required to ensure the service is maintained during working hours and may also include some weekend and evening working.

This document outlines the duties required for the time being of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.

Date assessed: 12th January 2020

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PERSON SPECIFICATION

Job Title	School/Department
Service Desk Team Lead	Digital Technology Services

Criteria	Essential	Desirable
Skills Required	• Leadership skills and the ability to influence and motivate others • Staff scheduling and effective resource planning • Ability to write technical documentation • Ability to work independently and as part of a team • Excellent communication skills with an aptitude for presentation of technical issues for non-specialist audiences • Ability to work effectively under pressure • Ability to take innovative approaches to problem solving • Effective delegation	• Excellent IT/AV equipment and systems troubleshooting skills
Attainment	• Willingness to undertake ITIL certification to at least Foundation level	• SDI Service Desk Analyst Qualification
Knowledge	• Thorough understanding of best practice relating to incident management • Good understanding of computer systems and hardware • Up to date knowledge of Microsoft Office, web and email • Thorough understanding of the business needs of University customers	• Understanding of industry best practice relating to change management

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Relevant Experience	• Experience of working to SLAs • Experience of using a service management tool in a large institution or company	• Familiar with a University or FE environment • Experience of the collection and analysis of service metrics • Experience in managing suppliers
Disposition	• Commitment to the values of the University • A helpful, diplomatic manner to deal with anxious and stressed customers • Evidence of continuing personal development and training • Commitment to staff development and support	

Completed by: Eleanor Draycott Date: 12/02/2020