

Job Description

Job title	Service Manager
School / department	IT Services
Grade	6
Line manager	Customer Experience Manager
Responsible for	4 Service Desk Analysts Student Helpers

Main purpose of the job

The Service Manager will be responsible for the day-to-day delivery of the IT Support Service to UWL's user community, including staff, students, visitors, alumni, external users, and the local community.

The post holder will provide professional leadership and operational management to the team, taking responsibility for the management and development of the team, implementing service standards and developing common systems and processes based on industry best practice. They will be responsible for the delivery of front-line support services, monitoring, reporting and escalation of all support services. They will ensure that the IT Support service is efficient, effective and can adapt to changing circumstances. To provide necessary communication for outages/emergency activities including coordination of RFC changes.

The Service Manager will work closely with the Support Team Leader(s) to ensure that support services are delivered in a coordinated way but as a flexible resource pool. They will be responsible for ensuring that Service level agreements are being met and that prioritisation of incidents and problems are managed efficiently. In other words, team leaders will have line management responsibility for individuals within their team but will also have matrix management responsibility across all teams.

Key areas of responsibility

DUTIES & RESPONSIBILITIES:

1. Strategic

- a) To support the Customer Experience Manager in the realisation of the University's Information Technology Strategy.
- b) To work with the Support Team Leader(s) to ensure that first and second-line support is delivered in a coordinated way, making full use of a flexible resource pool of skills and resources.
- c) To follow and be an advocate of the IT Services Customer Charter.

2. Operational Responsibility

- a) To provide support to all users of the University's IT services, including staff, students, external hire users, visitors, alumni, the local community, in accordance with service level targets as set from time to time by the Customer Experience Manager.
- b) To provide support services for the University's portfolio of activities, including teaching (classroom and lecture theatre support), One stop shop, research, administration, events, open days, PC labs, personal or social learning.
- c) Provide proactive IT support.
- d) Assist colleagues in other services (such as in Library Services, Student Services and Property Services) to provide an excellent service for students.
- e) Take ownership of all support calls and service requests and manage those calls/requests through to satisfactory resolution, to ensure SLAs are met and escalate as appropriate. Manage, coordinate urgent and complicated support issues. Act as escalation point for all requests and incidents. Develop and mature phone/ticket escalation processes to ensure free flowing escalation and information within the organisation. Determine root cause of issues and communicate appropriately to internal and external customers.
- f) Ensure that appropriate action is taken to anticipate, investigate and resolve problems in systems and services ensuring that such problems are fully documented within relevant system(s). Coordinate the implementation of agreed remedies and preventative measures and analyses patterns and trends.
- g) To ensure that all customers have a single point of contact for all issues, service requests and other enquiries.
- h) Work with the Customer Experience Manager to maintain a service catalogue.
- i) Act as ITIL Incident Manager and IT Change Coordinator (i.e. coordinate the distribution of requests for change to the Change Advisory Board).
- j) Receive incident, problem reports and service requests from a variety of sources (e.g. in person, by telephone, email, text, Twitter, MS-Lync, web, from the Service Desk tool or via automated alerts) and ensure that all service requests, incidents and problems are logged, categorised, analysed, allocated, tracked, escalated, resolved and closed within defined processes and parameters.
- k) To ensure that Service Desk deals with support calls efficiently and effectively, in accordance with service targets and escalation times.
- l) Provide effective communication within IT Services and with other University groups and individuals in the process of resolving of incidents and service requests.
- m) Using software tools such as MS-Lync and Bomgar, to provide remote support to users wherever they may be.
- n) Act as an escalation point for complex, non-standard queries working with colleagues in the wider IT function to resolve such issues. To communicate effectively with users, always maintaining a professional approach with "can do" attitude.
- o) To work with colleagues and any contracted service desk provider (such as in Norman, Library Services, Student Services and Property Services) to ensure the efficient handover of open support calls/service requests, such that service targets are maintained.
- p) To attend the IT Services Service Management and Operations Group (SMOG) as and when required.
- q) To ensure that any projects or developments requiring IT support are appropriately operationalised.

- r) To create or contribute to documentation and/or training material, including FAQs, how-to and self-help guides and video clips.
- s) Work with Team Leaders, Service Desk Analysts, Support Engineers and other colleagues to ensure that the prioritisation of support activities and the allocation of resources is optimised.

3. Leadership and Management

- a) Oversee the day-to-day operation of the Service Desk, maintaining agreed service levels through the appropriate prioritisation of tasks, application of escalation procedures, scheduling of staff and deployment of available resources.
- b) To lead, motivate and manage the Service Desk Analysts in IT Services, supervising their work-in-progress and determining individual training and development requirements in line with their individual performance profiles as well as our Service and University planning.
- c) Ensure that the work of the Service Desk Analysts is documented and completed in accordance with required standards and practices.
- d) To ensure that individuals within teams with particular expertise (“Subject Matter Experts”) are used as a flexible resource whenever and wherever those skills are required.
- e) To provide relevant key performance indicators for IT Services, such as SLA targets, customer satisfaction, first contact resolution rates, aggregate service performance etc.
- f) To ensure that relevant measures are in place in monitoring customer satisfaction including running annual Student and Staff satisfaction surveys.
- g) Work with the Customer Experience Manager to develop and maintain standards and procedures relating to all aspects of service delivery, evaluating and recommending changes to systems, products or services where appropriate.
- h) To act as an expert in ITIL IT Service Management processes. To provide support and assistance to the Customer Experience Manager in defining and implementing ITIL-based processes in their own area of responsibility.
- i) Manage process for communicating outage/emergency activities using relevant communication tools in ensuring effective communication of incidents, problem and change.
- j) Maintain the IT Services website, including necessary documentation and advice.
- k) Establish and maintain relationships and alliances with colleagues across our University in order to facilitate the effective delivery of our services to customers.
- l) Keep abreast of relevant industry and technological developments in the marketplace and provide advice to our IT Services Senior Management on how to take best advantage of them in order to deliver business objectives.
- m) To remain aware of the capacity of systems and services within the remit of the post, to consider future trends and to advise the Customer Experience Manager accordingly.

4. General Responsibility

- a) To remain cognisant of and comply with all relevant University policy, regulations and procedures, which may vary from time to time.
- b) Comply with Data Protection Act 2018 and GDPR requirements in all working practices maintaining confidentiality, integrity, availability, accuracy, currency and security of information as appropriate. Taker personal responsibility for all personal data within own working environment.

- c) In addition to University provided training and development, you will undertake sufficient personal and professional development as required, ensuring skills and knowledge are up to date so that the role is performed to the required level.
- d) You will from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager or by the Director of Information Technology.

Dimensions / back ground information

The IT Service Desk offers 24-hour IT support, seven days a week.

IT Service Desk staff will be answering calls, dealing with emails and providing support between 08:00 and 17:00. Outside of these times, our, out of hours service operates and users will still be able to receive assistance and support for IT queries by telephone.

Emails received after 17:00 will continue to be logged and will be dealt with the following working day.

Person Specification

Criteria	Essential	Desirable
Qualifications and/or membership of professional bodies	<p>An IT/Information Systems qualified graduate or equivalent and/or experience of working with a range of technologies (including Microsoft) within business/operating areas within a professional environment and relevant experience.</p> <p>Foundation level qualification in IT Service Management (ITIL)</p>	<p>Membership of a relevant professional body, e.g. BCS</p> <p>Training in a recognised quality or customer care standard, e.g. Customer First, ISO9001, ISO20000</p> <p>Project management (ideally PRINCE2 based)</p>
Knowledge and experience	<p>Previous line management Experience in managing and operating 1st and 2nd line service desks and delegating tasks to colleagues and supervising them.</p> <p>Experience of having matrix-managed cross-functional teams</p> <p>Extensive Customer Service experience</p> <p>Demonstrate commitment to service excellence and customer care</p> <p>Previous experience with process / workflow for integration of Service Requests</p> <p>Experience of IT service management in a support capacity, including incident and problem management</p> <p>Significant experience of providing first and second line support to a diverse range of users across a large portfolio of applications/services</p> <p>Demonstrate a clear understanding of service quality in an IT Support environment</p> <p>Demonstrate a good understanding and knowledge of IT</p>	<p>Experience of working in a higher-education environment</p>

	<p>Experience of working to defined service levels, targets and key performance indicators</p> <p>Experience of working under pressure to resolve major IT incidents and problems (i.e. affecting a large number of users, or across multiple sites)</p> <p>Experience of working with vendors, partners and other fulfilment functions to provide support services</p> <p>Experience of IT hardware and software asset management</p> <p>Experience in running focussed and results-oriented meetings (including huddles).</p>	
<p>Specific skills to the job</p>	<p>Management skills and the ability to influence and motivate others</p> <p>Highly developed written communications skills</p> <p>Excellent interpersonal and oral communications skills including presentation of technical issues for non-specialist audiences</p> <p>Excellent team working ability</p> <p>Effective delegation</p> <p>Staff scheduling and effective resource planning</p> <p>Ability to take innovative approaches to problem solving</p> <p>Have a questioning style and understanding manner</p> <p>Able to remain calm and productive under pressure</p> <p>Ability to influence and negotiate</p>	

<p>General skills</p>	<p>Ability to work effectively under pressure</p> <p>Well-developed problem-solving skills</p>	
<p>Other</p>	<p>Self-motivated, dynamic with attention to detail</p> <p>Ability to use initiative within agreed parameters to identify opportunities for service improvement</p> <p>Evidence to support a commitment to the promotion of equality and diversity</p> <p>Actively contribute to the delivery of the University's environmental strategy</p>	
<p>Disclosure and Barring Scheme</p>	<p>This post does not require a DBS check</p>	

Essential Criteria are those, without which, a candidate would not be able to do the job. Applicants who have not clearly demonstrated in their application that they possess the essential requirements will normally be rejected at the shortlisting stage.

Desirable Criteria are those that would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.