|  |  |
| --- | --- |
| **Name:** |  |
| **Grading Level and Job Title:** | IT Service Manager |
| **Reports To:** | Head of IT Services |
| **Direct Reports:**  | Senior IT Support SpecialistIT Support Specialist – ApplicationsIT Support Specialist – Client SupportIT Support Specialist – Service Desk |
| **Indirect Reports:** | No Indirect Management Responsibility |
| **Working Relationships:** | **Internal:**B&CE StaffIT & Business Project TeamsIT Development TeamsIT Systems Support TeamsInformation Systems Team |
| **External:**IT Industry BodiesIT Suppliers and ContractorsInformation and Service ProvidersLinked 3rd Party Organisations |
| **Working Hours:** | 35 hour working week |

**Main Purpose:**

Managing the Service Desk, Application Support and Client Support Teams to design, create and maintain IT services to support B&CE’s internal customers and group activities. Adhering to ITIL best practices, assist the Head of IT Services to deliver, maintain and standardise B&CE’s IT hardware, software, telecommunications and networking capabilities. Create management reports, identifying trends that affect the performance of the service desk. Manage the teams’ workflows, resource and skillset to enhance the service desk offering. Ensure all systems and processes are standardised and in line with company security standards and procedures. Review SLA’s and regularly report to management on set KPI’s. Actively contribute to the achievement of the IT departments’ objectives. Applying a Treating Customers Fairly (TCF) culture and principles within areas of responsibility.

**Key Responsibilities:**

* Support the Head of IT Services to deliver a 1st class service offering to internal customers
* Apply and uphold a strong service delivery ethos ensuring that it surpasses the customer’s expectations
* Manage the 1st & 2nd line Application Support, Client Support and Service Desk teams to deliver a dove-tailed and consistent level of IT support to the business
* Regularly report on service desk performance including trending, resource and service issues
* Create and maintain SLA’s including setting measurable KPI’s to support the business and its internal customers
* Actively practice ITSM methodologies to provide additional value-added functionality to the service desk, advancing to Level 4 of the ITSM maturity model
* Act as the ‘Incident Manager’ and be part of the ‘Major Incident Team’ (both ITIL roles within the incident management process). As the IT Service Manager you will take ownership of all major incidents, communicating, escalating and reporting to stakeholders as required
* Maintain escalation procedures for important and urgent issues that may impact IT service availability to internal and external customers
* Perform regular team briefings and workshops to adapt the IT service offering to support and enable the business’ needs
* As a ‘Process Owner’ (an ITIL term for someone who is responsible for ensuring processes are fit for purpose), you will develop and lead departmental operational procedures and guidelines, suggesting and implementing improvements where required within an ITIL framework
* Be an active member of the Change Advisory Board
* Possess excellent communication skills to ensure to all business stakeholders are kept informed of service and project updates
* Communicate between all IT operational teams to continually deliver service excellence to B&CE staff
* Build effective working relationships with business users and chosen suppliers whilst keeping updated with latest technologies
* Manage the accuracy, integrity and security of data being released from the IT department; ensuring compliance with Data Protection and company policy
* Evokes creative and innovative thinking from team members while helping them to bring their ideas and career plans to fruition
* Ensures that all team members have relevant PDR objectives and development plans which match the technology department and IT Strategic objectives

**ITIL Responsibilities:**

Service Owner, Change Advisory Board Member, Access Manager, Incident Manager, Major Incident Team Member, Continual Service Improvement Manager, Process Owner

**Job Holder Specification:**

|  |  |
| --- | --- |
| **Formal Education:** | * Degree educated (technical degree or equivalent)
 |
| **Experience:** | * Customer support team management to ITSM standards and processes
* IT service management and delivery within a dynamic and fast moving business
* Worked closely with customers to define SLAs and provide excellent working relationships
* Development of technical staff to achieve objectives and career progression
 |
| **Essential**: | * Management of a service support team
* Broad knowledge of service desk methodologies
* Proven experience with dealing direct with customers, and providing a high level of service support
* Excellent communication skills
* Strong problem solving & analytical skills
* Experience of driving change and improvements
 |
| **Desirable:** | * IT project methodologies
* Influencing & networking
* ITIL qualified
 |

**Manager Qualities**

* Develops team knowledge and skills using regular one to ones, the annual review process and by running effective team meetings
* Motivates the team and positively manages change
* Effectively manages all levels of performance providing constructive feedback and creating meaningful action plans
* Able to apply judgement to decision making and prepared to make tough decisions
* Encourages a collaborative and creative working environment
* Ensures appropriate control frameworks are in place and operated effectively within the team

**Personal Qualities:**

* Articulate, persuasive and able to present plans logically
* Customer focused when dealing with a range of people
* Strong interpersonal relationship building skills
* Team player with the ability to motivate and educate other team members in principles of service delivery excellence
* Ability to deal with problems and technical issues in a friendly, calm and reassuring manner
* Passion for IT and technology, and a drive to help customers take advantage of new solutions
* Excellent verbal and written communication skills
* Ability to understand, interpret and apply information
* Ability to multi-task, prioritise and escalate accordingly
* Motivated self-starter with a positive and proactive attitude to all challenges
* Ability to represent the department and business internally and externally
* Astute and co-operative
* Excellent attention to detail and accuracy when working
* Ability to work under pressure and to deadlines whilst achieving defined targets

Job Holder Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Line Manager Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_