JOB DESCRIPTION

JOB TITLE: **ICT Service Desk and Desktop Support Lead**

GRADE: **4**

REPORTING TO: **ICT Infrastructure Manager**

RESPONSIBLE FOR: **ICT Engineer and ICT Technician**

ROLE SUMMARY

The post holder will be responsible for managing and developing the day to day operations of the group-wide Service Desk function, Desktop Support and Field Teams ensuring an effective, efficient and best value ICT Service is provided.

The post holder will be expected to lead and manage various projects which support the business objectives.

The purpose of the role is to support the ICT team in terms of ICT service delivery, ICT development, ICT policy advice and formulation. The post holder will act as the Company's expert in relation to ICT end point support and service desk provision.

Will assist the ICT Infrastructure Manager and deputise where necessary in their absence.

MAIN DUTIES & RESPONSIBILITIES

Specific objectives and deliverables will be agreed as part of your annual performance and development review (PDR) process, the points below are a summary of your main duties and responsibilities.

- Leading, managing and developing an ICT Service Desk in line with the CDHG ICT Strategy and ICT best practice and methods, specifically ITIL.

- To manage, develop and deliver the company wide service desk function and end point support services, including associated hardware, software and peripheral equipment.

- Lead and manage projects which actively supports the business objectives and ensuring these are delivered within timescales, to budget, any risks/issues are recognised and alleviated and work is allocated appropriately to teams and individuals.

- Develop standard processes and procedures that staff can follow for all aspects of ICT service delivery to achieve an effective and high quality ICT service. To assist the Infrastructure Manager to formulate and develop service desk and support service policies which will apply to all CDHG staff.

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- To ensure Service Desk, Desktop Support and Field Team staff develop, document, review and improve operational processes and procedures for all areas of their responsibility and ensure they are fit for purpose, accurate, complete and current.

- To direct, manage, supervise, support, train and lead ICT support staff, including assigning work, delivering feedback and appraisals.

- Manage and develop a solutions knowledge base to ensure a high quality ICT support services and to promote and enable customer ICT self-service.

- Provision of the internal CDHG ICT equipment catalogue and procurement of end point hardware and associated software, including the management of the ICT asset register.

- Manage and liaise with third party ICT solution partners, provider's and users in addressing project and ICT support related issues.

- Monitor the performance of the ICT service desk and support staff and the production and preparation of reports for senior management on ICT Service Desk performance against SLA's.

- Act as an escalation point for customers and managers relating to end point and service desk issues and complaints.

- To assess and evaluate technology solutions for CDHG and make recommendations for use in CDHG.

- Support the Infrastructure Manager to develop and implement strategic and operational plans.

- Deputise for the Infrastructure Manager as and when necessary.

- Manage health and safety issues in your area of responsibility in line with the relevant section(s) of the relevant Health and Safety Policy.

- Comply with Group confidentiality and information security policies at all times.

- Your duties may vary from time to time within the broad remit of your role and grade. You are required to undertake any such reasonable and appropriate duties.

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PERSON SPECIFICATION

	Essential	Desirable	Method of Assessment
Qualifications	Educated to Degree level or relevant experience\knowledge.	Prince2 ITIL Foundation	• Application Form • Selection Process • Pre-employment checks
Experience	Significant experience in managing an ICT Service Desk including incident and problem management, change and release management and request fulfilment. Significant experience in managing ICT teams. Significant experience in managing ICT changes and releases to minimise disruption for customers. Monitoring of service desk and desktop support services performance against Service Level Agreements and Operational Level Agreements Experience in dealing effectively with difficult and complex situations that arise from working with internal and external ICT partners. Production and preparation of reports for senior management when required. Leading and managing ICT projects and programmes on time and delivering continuous improvement. Coaching and mentoring of ICT	Mobile Device Management systems. Awareness of effective budget management.	• Application Form • Selection Process

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	staff.		
Skills/knowledge	Excellent knowledge of service desk functions and associated ICT best practice. Ability to work effectively with colleagues and other ICT teams and specialists. Ability to understand, convey and communicate complex ICT issues to end users and non-technical staff. Excellent knowledge of desktop support services Knowledge of systems to effectively manage and deploy desktops, operating systems and applications. Knowledge of operating system and desktop software licensing. An understanding of infrastructure technologies and their dependencies. Good research, numeracy and analytical skills Well organised, able to work to tight deadlines with conflicting demands, schedule & prioritise work effectively and provide realistic time estimates. Proven ability to analyse and solve complex problems. Negotiating skills.	Knowledge and understanding of Microsoft Licensing. Ability to deliver effective training sessions.	• Application Form • Selection Process

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Values	**People first**: People are at the heart of everything we do. In our communities the way we listen and respond to people will determine the way we grow. It is only by connecting with and trusting people that living can be fully brought to life. **Outstanding delivery:** Push the boundaries of customer service and added value through proactive behaviour. Because the smallest detail can make the biggest difference, outstanding must be the new standard and the new routine. **Proud communities:** Taking responsibility and feeling confident only occurs when there is a sense of pride and optimism at home. Positive steps lead to more positive steps and as a result, there is an ability to create and seize better opportunities		• Application Form • Selection Process