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|---|---|
| **Position / Job Title:** | **Service Desk Supervisor (Internal Only)** |
| **Ref:** | **ITS236** |
| **Location/Building:** | **University Wide (Lansdowne/ Talbot Campus)** |
| **Faculty/Professional Service** | **IT Services** |
| **Group/Section:** | **Service Delivery** |
| **Normal Hours per Week:** | **1 FTE** |
| | **(Some flexibility will be required in order to ensure that key time scales and deadlines are met)** |
| **Grade** | **6** |
| **Accountable to:** | **Support Services Team Manager** |
| **Responsible for or supervises:** | **Service Desk Team** |

## Job Purpose

The Service Desk Supervisor will be responsible for the day-to-day management of the IT Service Desk function within an allocated rota period developing a high-quality customer-focused IT Service Desk for all staff and students of the University, maximising first point of contact resolution rate and ensuring consistent response.
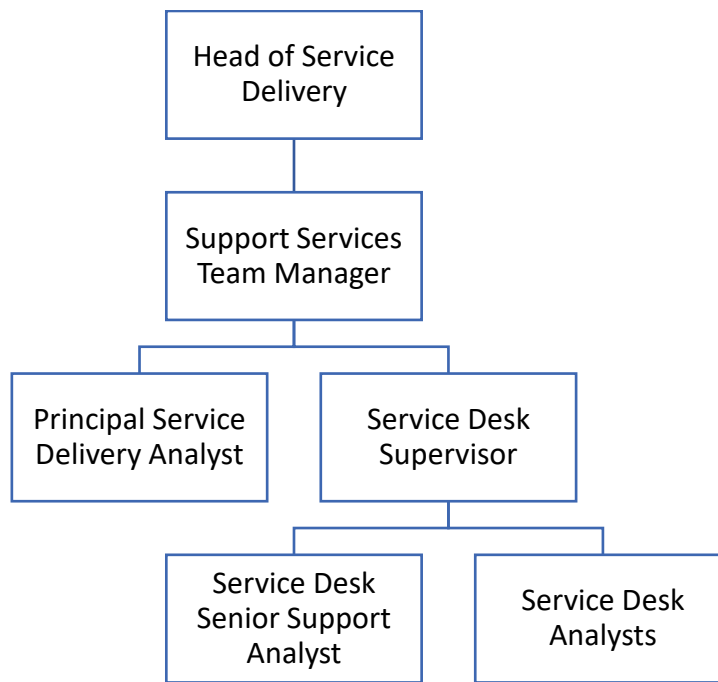
The postholder will drive the incident and service request management process (based on ITIL Service Operation principles) through effective queue management, impact assessment, liaising & building relationships with Team Leaders and IT Managers and providing timely communications to the user community.

## Main Responsibilities

1. Guide and support the Service Desk team dealing with incidents, service requests, and advice, ensuring correct prioritisation of incidents and service requests based on impact to users to ensure agreed targets and service levels are met and appropriate quality standards achieved.

2. Assist analysts in providing first line support when workloads are high by carrying out Service Desk duties, performing quality assurance on all incidents and requests.

3. Negotiate resolution of incidents with appropriate IT Managers and Team Leaders, maintaining final ownership and ensuring speedy and effective resolution on behalf of users.

4. Ensure appropriate skills are developed and maintained by the Service Desk Team and appropriate staffing and skill levels are maintained throughout operational hours by managing shift schedules to provide cover on telephone service and on counter service at both campuses.

5. To identify and manage high impact incidents in the absence of the Support Services Team Manager

6. Escalate potential service level failures with appropriate IT managers and team leaders to achieve agreed service levels and act as first escalation point in dealing with customer complaints.

7. To identify trends and patterns of IT support needs, raise awareness of need for change in policies, strategies, staff development, resource allocation by production of weekly rotas, and on effective use of Information technology.

8. Maintain detailed knowledge of the University's desktop hardware, software and operating systems, and broad knowledge of the networking and server technologies.

9. Act as super user of the IT service management software and analyse information to identify patterns and underlying problems, recommending solutions to IT Service Delivery Team.

10. Monitor, review, evaluate, recommend and implement ICT support procedures, techniques and adopt tools to achieve maximum quality, continuous service improvement and value for money.

11. Contribute to the review and negotiation of the generic University wide service level agreements, escalating where service level targets are at risk.

12. Identify Service Desk staff training needs, ensuring training sessions for new services or technologies.

13. Oversee a smooth service transition, collaborating with relevant teams to ensure minimal disruption and efficient adoption of new services or technologies.

14. Develop and maintain excellent working relationships with all users and IT colleagues and work collaboratively to develop and provide integrated and seamless delivery of services to the University.

15. Attend service liaison meetings with customer representatives and represent Service Support Team Manager in their absence.

16. Engage with external agencies to identify and promote emerging technologies, produce briefing papers for IT Services Delivery Team.

17. Maintain a personal development programme, measuring performance against Key Performance Indicators, as agreed with Service Support Team Manager and in line with team objectives.

18. Familiarise yourself with, understand and follow the Principles, Policies, Processes, and Procedures of IT Services and the university. Be empowered to highlight non-compliance when identified.

19. Ensure that information and cyber security review and remediation is embedded within all IT work delivered to ensure that the university is protected against the ever-evolving cyber threat landscape.

20. Prioritise an excellent service experience, positioning the IT team as a trusted member of the university community.

## Organisation Chart

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                    ┌─────────────────┐
                    │ Head of Service │
                    │    Delivery     │
                    └────────┬────────┘
                             │
                    ┌────────┴────────┐
                    │ Support Services│
                    │  Team Manager   │
                    └────────┬────────┘
              ┌──────────────┴──────────────┐
      ┌───────┴────────┐           ┌─────────┴───────┐
      │Principal Service│          │  Service Desk   │
      │Delivery Analyst │          │   Supervisor    │
      └────────────────┘           └─────────┬───────┘
                             ┌───────────────┴──────────┐
                    ┌────────┴────────┐        ┌─────────┴───────┐
                    │  Service Desk   │        │  Service Desk   │
                    │ Senior Support  │        │    Analysts     │
                    │    Analyst      │        │                 │
                    └─────────────────┘        └─────────────────┘
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## Dimensions

- Over 100 people in IT Services, including established staff, those on fixed term contracts, and contractors.

- Overall, ITS budget of approx. £15m per annum

- 40+ projects running at one time

- Supporting 4000+ staff and 20,000+ students

- 4,500 computers

- Over 500 servers

- 1000+ applications

## Contacts

**Internal:** Colleagues at all levels within the organisation, up to and including members of University Executive Team

**External:** Students, Customers, Higher Education Colleagues and Suppliers

## Challenges

Delivering excellent service with finite resources
Ongoing process and service excellence review
Managing and leading the work of others, where there is no line management responsibility, to achieve service delivery objectives

## Information Governance Responsibilities

### Data User

i. Comply with the associated data protection, information security, information management and information technology regulations, policies, processes and procedures.

**Safeguarding and Regulated Activity**

If the role involves engaging in regulated activity relevant to vulnerable groups including children and disabled adults, it is an [offence to apply for](#) and perform the role, if a person is bared from engaging in regulated activity. Further information is available in BU's [Safeguarding Policy](#) and Suitability Statement on the Recruitment and Employment of Ex-offenders.

**Additional Information**

NB:

The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility.

BU is an equal opportunities employer which values a diverse workforce. The post holder must at all times carry out their responsibilities with due regard to the University's Dignity, Diversity and Equality Policy Statement.

Our highly skilled and creative workforce is comprised of individuals drawn from a broad cross section of the globe, and who reflect a variety of backgrounds, talents, perspectives and experiences to build our global learning community. Through fused activity, the post holder must have an understanding of and commitment to promoting a global outlook.

All employees have an obligation to be aware of the University's Sustainability Policy, Climate and Ecological Crisis Action Plan, Travel Plan and associated documents, and to ensure that they carry out their day-to-day activities in an environmentally responsible manner and inspire students to do the same.

**April 2024**

| Position / Job Title: Service Desk Supervisor | Faculty / Service: IT Services |
|---|---|
| Position No: ITS236 | Date: April 2024 |

| SELECTION CRITERIA | Essential / Desirable |
|---|---|
| **Knowledge (including experience & qualifications)** | |
| Degree, equivalent qualification, or demonstrable, comparable, capability in a relevant subject area. | Essential |
| Understanding of IT Service provision in medium to large organisations | Essential |
| Experience of Help Desk management systems | Essential |
| Knowledge of Desktop Systems Hardware | Essential |
| Knowledge of Desktop Operating Systems and Applications | Essential |
| Broad knowledge of networking and server technologies | Essential |
| Knowledge of relevant current and emerging technologies | Essential |
| Knowledge of ITIL service desk, incident and problem management processes | Essential |
| Good awareness of IT related legislation and guidelines such as the Computer Misuse Act and Data Protection | Desirable |
| Knowledge of PRINCE2 or other formal project management and ITIL Service Management methodology | Desirable |
| Understanding of the IT support needs of Higher Education | Desirable |
| **Skills** | |
| Leadership and organisational skills | Essential |
| Methodical and disciplined approach | Essential |
| Working with technical references | Essential |
| Excellent IT skills, including Microsoft Office suite and Microsoft 365 | Essential |
| Excellent interpersonal skills including motivational negotiating, influencing and relationship building (including at a senior level) | Essential |
| Identify, analyse and address problems in order to resolve issues whenever possible in a way that minimises the negative impact on the organisation | Essential |
| Strong analytical skills; ability to evaluate complex issues often with incomplete information | Essential |
| Demonstrable ability to be part of and inspire multi-skilled teams | Essential |
| Demonstrate excellent verbal and written communication skills, across all levels | Essential |
| Demonstrable ability to handle a range of activities to tight and varied timescales | Essential |
| Demonstrable ability to engage and collaborate with staff at a business and technical level | Essential |
| **Attributes** | |
| Empathetic | Essential |

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|---|---|
| Collaborative | Essential |
| Attention to detail | Essential |
| Customer-centric approach | Essential |
| Innovative | Essential |