

**LINCOLN COLLEGE
CORPORATE SUPPORT SOLUTIONS LTD
JOB DESCRIPTION FORM**

Post Title	IT Helpdesk Supervisor	Grade	CSS Support Scale 6
Post No	CS0610P	Unit / School	IT Services Unit
Directorate	IT, Information Management and Projects	Date	May 2019
Line Manager	Head of IT	Daily Supervision	Head of IT

Job Purpose:

To provide all team leading, supervision and day-to-day management pertaining to the services and duties necessary for the delivery of 1st line support of the College's IT systems and networks –

- To ensure outstanding customer support and service standards at all times through provision of a telephone, email, and face-to-face IT help desk.
- To maximize immediate resolution of service incidents.
- To deliver, service, and install desktop computers, printers, and audio-visual equipment.
- To supervise, oversee, operate, and improve administrative processes around consumables, stock control, budgets, and purchasing.
- To ensure overall service management and service delivery for the entire IT Services Unit, including those teams not under direct line management supervision.
- To directly line manage the IT Desktop Support Technicians in the IT Service Delivery Team.

Principal Duties and Responsibilities:

General duties and responsibilities

1. To accept responsibility for the implementation of the College's Equal Opportunities policy throughout all personal contacts in the College and within this area of responsibility.
2. To maintain professional standards and expertise by undertaking relevant professional development.
3. To maintain quality standards appropriate to the post.
4. To conform with the Health and Safety requirements relevant to the post.
5. To be responsible for the safeguarding and promoting the welfare of children and young people wherever applicable.

IT-related duties and responsibilities

1. To directly line-manage all staff in the IT Service Delivery team including resource allocation, planning, absence management, appraisal, performance management, and staff development.
2. To ensure that all team members deliver consistently outstanding customer support through politeness, patience, diligence, tenacious problem solving and excellent customer interaction and feedback.
3. To prioritise and allocate tasks and incidents through an automated service desk system and to organize resources to maximize incident resolution.
4. To manage and organize the provision of a telephone, e-mail, Intranet, and manned face-to-face service desk function and to log and record all incidents accurately and completely.
5. To plan and organize staff and other resources to deliver break-fix incident support for all IT, telephony, audio visual, and network hardware and software at all College sites in line with documented and agreed service levels.
6. To be responsible for the overall service management and service delivery for the entire IT Services Unit, including those teams not under direct line management supervision.
7. To compile and distribute monthly reports relating to service levels, print utilization, and any other management information as requested.
8. To ensure that all team members –
 - Maintain comprehensive, accurate, and current records of all incident and incident-related activity.
 - Follow rules and procedures relating to holding and resolving incidents.
 - Understand service level agreements.
 - Contribute to timely delivery of services in line with these targets.
9. To ensure that instant resolution of incidents (i.e. when the customer is on the phone / at the desk) is maximized and that all technicians are up skilled to deliver constant improvement in this respect.
10. To further ensure that incidents that are not instant, but are of a repetitive nature, are either solved quickly (after the point of being raised) and that numbers of incidents escalated to infrastructure are constantly reduced.
11. To further ensure that where incidents are escalated, that the teams collaborate to deliver automated solutions such that future instances can be dealt with within service delivery.

NB: This is not a complete statement of all duties and responsibilities of this post. The post-holder may be required to carry out other duties as directed by a supervising manager. The responsibility level of any duties should not exceed those outlined above.

12. To ensure that all team members understand and implement the following –
 - Unpacking and connecting desk-top computers and equipment.
 - Asset tagging and smart-water marking all devices.
 - Installation, testing, and configuration of pre-defined images.
 - Creation of accurate records in the asset database.
 - Removal and recycling of all packaging and waste materials.
13. To effectively liaise with the IT Infrastructure Team Leader in the escalation of complex incidents and problems and to integrate procedural changes such that future instances can be immediately resolved without escalation.
14. To liaise with hardware and software suppliers to obtain quotes for goods and services and to understand and implement College procedures and regulations relating to procurement.
15. To be responsible for the raising, processing, and delivery of orders for goods and services, for liaison with the Finance department, and for accurate record keeping relating to all financial activities.
16. To be responsible for all processes within the Service Delivery Team and to proactively look for ways to improve the efficiency, timeliness, and quality of all services provided.
17. To be responsible for the over-seeing of aspects of the revenue and capital budgets as directed including ensuring that actual spend fits within allocated budgets, and that all revenue purchases represent value-for-money and that College procurement regulations are understood and followed.
18. To provide out-of-hours (evenings and weekends) critical support during serious major incidents.

NB: This is not a complete statement of all duties and responsibilities of this post. The post-holder may be required to carry out other duties as directed by a supervising manager. The responsibility level of any duties should not exceed those outlined above.

LINCOLN COLLEGE
CORPORATE SUPPORT SOLUTIONS LTD
PERSON SPECIFICATION FORM

Post Title	IT Helpdesk Supervisor	Grade	CSS Support Scale 6
Post No	CS0610P	Unit / School	IT Services Unit
Directorate	IT, Information Management and Projects	Date	May 2019
Line Manager	Head of IT	Daily Supervision	Head of IT

No.	Requirement	Proposed Selection Method *
------------	--------------------	------------------------------------

Qualifications

- | | | |
|---|---|-------|
| 1 | HNC / GNVQ Level 2 in Computing with relevant experience | A / I |
| | Industry accredited certification in ITIL Foundation, or equivalent | A / I |

Knowledge and Experience

- | | | |
|---|--|-------|
| 2 | Knowledge and experience of directing, managing, organizing, and prioritizing Desktop Support Technicians in a busy IT service delivery environment | A / I |
| 3 | Knowledge and experience of being responsible for service standards, service management, and service delivery in an busy IT team including both team members under direct line management control, and team members line managed by other team leaders | |
| 4 | Knowledge and experience of managing in a challenging customer service environment and of dealing with customer-related issues and operational conflicts | A / I |
| 5 | Knowledge and experience of implementing and operating service level agreements and service level reporting | A / I |
| 6 | Direct responsibility for operational over-sight of IT revenue and capital budgets including budget setting, planning, monitoring, progress against plan, and management reporting | A / I |
| 7 | Knowledge and experience of managing all aspects of hardware and software delivery including procurement, imaging, installation, replacement, and budgeting | A / I |
| 8 | Knowledge and experience of managing procurement, quotes, purchase ordering, deliveries, stock management, and consumables | A / I |

Skills / Abilities

- | | | |
|----|---|-------|
| 9 | Effective prioritisation and time management | A / I |
| 10 | Self-motivation & enthusiasm for technology and customer service | A / I |
| 11 | An effective team-player who works well with other team members and who is also able to work on their own | A / I |
| 12 | The ability to maintain accurate and comprehensive records | A / I |
| 13 | The ability to provide outstanding customer support through effective and inspiring interaction with customers | A / I |
| 14 | The ability to quickly pick up new skills and technologies through ongoing self improvement and formal training | A / I |
| 15 | Understanding of safeguarding and equal opportunities | A / I |
| 16 | Excellent communications and interpersonal skills (including written, spoken, and all other channels) | A / I |
| 17 | The ability to communicate a technical subject to non-technical people | A / I |
| 18 | A tenacious approach to problem ownership and problem solving | A / I |
| 19 | Ability to work in a non-discriminatory manner. | |
| 20 | The ability and willingness to undertake relevant staff development | |

PERSON SPECIFICATION – SUMMARY

The IT Helpdesk Supervisor will have experience of direct responsibility for the operational management of an IT Service Delivery Team which is responsible for delivering all front line and customer facing support including day-to-day break-fix incident resolution and maintenance and support for desktop computing, telephony, and audio-visual equipment.

They will have a proven track record in all aspects of directing and managing a small team of IT Desktop Technicians, ideally in helpdesk and desktop support disciplines, across multiple sites in a complex and diverse organisation.

They will have a deep understanding of the principles of customer support and service management and of how to maintain high standards of delivery in challenging circumstances as well as how to instil these qualities in team members, and also be able to positively influence the behaviour and approach to service of staff in other teams i.e. those not directly under your own line management and control).

They will have experience of operational over-sight of capital and revenue budgets and also of financial procedures and systems for ordering which include driving value-for-money and following formal procurement procedures and regulations.

The IT Helpdesk Supervisor will have experience of liaising with diverse groups of stakeholders with different needs including internal and external customers, facilities and estates teams, and suppliers and other third parties and will be able to bring these groups together to deliver quality IT services in line with customer expectations.