IT Customer Services Manager

Department:	Chief Operating Office
Section:	Modernisation and Digital
Reports to:	Head of Technology
JE Ref:	COO018
Grade:	CS13

JE Date: 27/04/2020

Job purpose

The IT Customer Services Manager will lead the IT Customer Services Team, covering functions such as IT Service Desk, escalated IT Customer Support and web content update coordination.

Responsible for the hands-on execution of IT Customer Services, while continuously monitoring quality and seeking improvement opportunities, through involvement IT Customer Service and management of stakeholder relationships into the business.

Job specific outcomes

- Develop a strong, customer-focused IT Team, delivering high quality solutions as the focal point for all technical questions or incidents

- Lead and driving performance of the team to create a positive culture and inspiring working environment, collaborating across the business

- Delivery of IT Support Services according to relevant and published processes, including delivery to SLA and KPI targets across the team

- Responsible for the day-to-day management of relationships between the departments and IT to ensure desired outcomes are reached

- Management of all IT services in line with relevant methodologies, ensuring an accurate catalogue of services is maintained

- Adheres to project management policies and methodology to effectively manage IT resource contribution to the completion of projects, to deliver on time and in budget

- Conducts thorough analysis, reporting on findings to remediate challenges or introduce improvement opportunities

- Appraise, evaluate, and support selection / negotiation of suppliers of IT services, complying with procurement and legal regulations to drive value
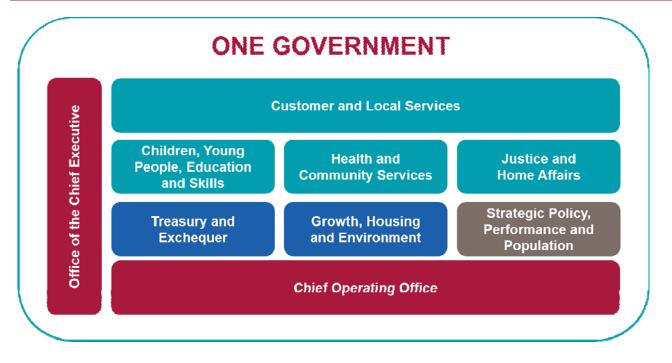
- Promotes to the business the services offered by IT to mitigate risk of non-compliance

- Lead on conversations with line of business, offering advice and guidance on most appropriate service provided by IT to address challenge or need

Statutory responsibilities

Active engagement, participation, and compliance with other statutory responsibilities applicable to the role, as amended from time to time.

This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election to the Government or as a Parish Constable, or publicly support someone who is standing for election or playing a public part in any political manner

Organisational structure

ONE GOVERNMENT

Office of the Chief Executive

Customer and Local Services

Children, Young People, Education and Skills	Health and Community Services	Justice and Home Affairs
Treasury and Exchequer	Growth, Housing and Environment	Strategic Policy, Performance and Population

Chief Operating Office

Person Specification

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications *Please state the level of education and professional qualifications and / or specific occupational training required.*	Educated to degree in a subject with a high degree of analytical or numerical content, or demonstrate such a level of equivalent qualifications and experience Industry recognised professional qualifications (e.g. MCSE, VCP, CCNA or similar)	ITIL Foundation Certificate, ITIL specialist qualifications
Knowledge *This relates to the level and breadth of practical knowledge **required** to do the job (e.g. the understanding of a defined system, practice, method or procedure).*	Knowledge of business drivers for growth and change Demonstrable knowledge of business planning, risk assessment and performance evaluation Familiar with understanding customer needs and ensuring these are addressed as part of service delivery Service delivery and lifecycle management knowledge	
Technical / Work-based Skills *This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.*	Strong data handling skills to assess SLA and evaluate performance Strong attention to detail to analyse and understand commercial arrangements for service provision	
General Skills/Attributes *This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.*	A highly analytical mind-set with outstanding critical thinking and problem-solving skills. skills and be able to schedule their work under conflicting demands Capable of applying strong analytical skills to their Role Good change management and technical risk assessment skills, apply appropriate caution and	

	discipline Strong customer services skills, able to gain rapport quickly and build effective and trusting working relationships with our customers Strong communication skills both written and verbal. Deliver the ability to communicate to both your team and your customers. Team player that works with and communicates well within and across our technical teams, actively prompting respect for colleagues, sharing of skills and information and building trust amongst teams. Excellent time management skills, especially working under pressure with tight deadlines	
Experience *This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).*	Senior management experience in a similar role IT customer management experience or experience managing IT customer services teams.	

Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 4 core accountabilities attributes and behaviour indicators.