

## IT Customer Support Team Lead

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**Department:** Chief Operating Office

**Section:** Modernisation and Digital

**Reports to:** IT Customer Services Manager

**JE Ref:** COO019

**Grade:** CS10

**JE Date:** 27/04/2020

### Job purpose

The IT Customer Support Team Lead is responsible for the day to day management the customer support team, including the training and development of staff, to ensure that high quality customer service and professional 2nd / 3rd level Technical support is provided to meet the needs of the organisation.

### Job specific outcomes

- Ensuring that KPI's are constantly achieved and customer satisfaction is high
- Develop and deliver solutions that enhance quality and prevent future problems
- Ensures that liaison between the services desk team, internal and external customers are both regular and effective to improve customer experience
- Be a coach and mentor, developing individuals into a highly motivated and skilled team, with an imbedded continuous improvement ideology
- Lead and prioritise the customer Support team's work load to support development of a high performing team
- Mitigate risk of future issues, through ownership of the Problem Management process, implementing effective solutions
- Minimise the adverse impact of Incidents and Problems on the business, preventing reoccurrence of Incidents, ensuring business goals are achieved

### Statutory responsibilities

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

### Organisational structure



## Person Specification

### Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p><b>Qualifications</b> <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>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 ITIL Foundation Certificate.</p>	<p>Industry recognised IT professional qualifications (E.g. MCSE, VCP, CCNA or similar ) are highly desirable</p> <p>Customer service or Management training or qualifications are highly desirable</p>
<p><b>Knowledge</b> <i>This relates to the level and breadth of practical knowledge <b>required</b> to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>Extensive knowledge of hardware, software and networking Customer Service</p> <p>knowledge and experience of supporting multi-tier infrastructures</p> <p>Understanding of web Technology</p>	
<p><b>Technical / Work-based Skills</b> <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Strong team management skills a monitor KPIs/SLAs</p> <p>Experience leading technical support teams</p> <p>Strong knowledge of Microsoft based systems</p> <p>Experience with using and troubleshooting within a network environment</p>	
<p><b>General Skills/Attributes</b> <i>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.</i></p>	<p>Strong customer services skills, able to gain rapport quickly and build effective and trusting working relationships with our customers</p> <p>Strong communication skills both written and verbal. Deliver the ability to communicate to both your team and your customers.</p>	

	<p>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.</p> <p>Excellent time management skills, especially working under pressure with tight deadlines</p> <p>Good organisational skills and be able to schedule their work under conflicting demands</p> <p>Capable of applying strong analytical skills to their Role</p> <p>Good change management and technical risk assessment skills, apply appropriate caution and discipline</p>	
<p><b>Experience</b> <i>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).</i></p>	<p>Experience managing a helpdesk</p> <p>Operations and technical support experience</p> <p>Customer service management experience</p>	<p>Desirable experience working in an Office 365 organisation, have gained experience from a working ITIL environment</p>

**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 5 core accountabilities attributes and behaviour indicators.