

## IT Service Desk Team Lead

Department:	Chief Operating Office	
Section:	Modernisation and Digital	
Reports to:	IT Customer Services Manager	
JE Ref:	COO023	
Grade:	CS10	JE Date: 27/04/2020

#### Job purpose

The IT Service Desk Team Lead is accountable for the delivery of M&D service delivery strategies across the organisation, managing the service desk team in order to provide high quality customer service and first contact IT support across a diverse set of requirements.

#### Job specific outcomes

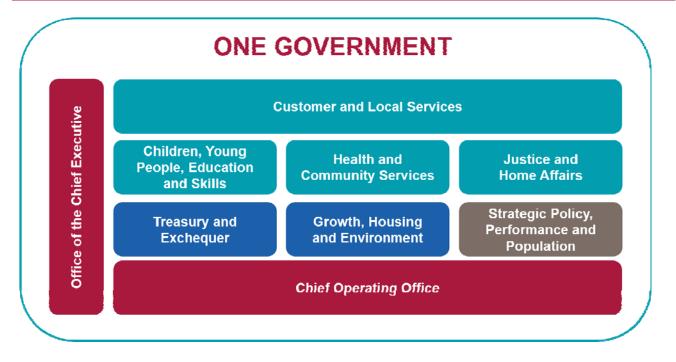
- Responsible for developing a Quality Monitoring process and holding regular performance reviews with the team to improve quality
- Embed a continuous improvement ideology within the team to improve performance
- Coach and develop individuals, developing a highly motivated and skilled team
- Responsible for producing daily and monthly reports for business including team performance ensuring that Service Desk KPI's are constantly achieved
- Responsible for identifying challenge areas and to deliver solutions that enhance quality and prevent future problems
- Ensures the team have effective liaison between internal and external customers maintaining good communication at all time
- Ensure that the Service Desk provides services in line with the agreed service catalogue
- Owns the customer contact data and associated processes, ensuring that quality data is available for analysis across the organisation



#### 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
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 ITIL Foundation Certificate.	Industry recognised IT professional qualifications (E.g. MCSE, VCP, CCNA or similar) are highly desirable Customer service or Management training or qualifications are highly desirable
Knowledge 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).	Extensive knowledge of hardware, software, and networking	
<b>Technical / Work-based</b> <b>Skills</b> <i>This relates to the skills</i> <i>specific to the job, e.g.</i> <i>language fluency, vehicle</i> <i>license etc.</i>	Strong data-handling skills to monitor KPIs/SLAs Strong attention to detail to maintain accurate logs of incidents and responses	
<b>General Skills/Attributes</b> 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.	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 Good organisational 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	
<b>Experience</b> This is the proven record	Experience managing a helpdesk	
of experience and achievement in a field, profession or specialism.	Customer service management experience	
This could include a minimum period of experience in a defined	Operations and technical support experience	
area of work if required by an external body (for example a period of post- qualification experience).		

Core Accountabilities, Attributes and Behaviour Indicators

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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.