

## IT Service Desk Team Lead

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**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
<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</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 data-handling skills to monitor KPIs/SLAs Strong attention to detail to maintain accurate logs of incidents and responses</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>Customer service management experience</p> <p>Operations and technical support experience</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.