Ravensbourne University London

ROLE DESCRIPTION AND PERSON SPECIFICATION PROFESSIONAL AND ADMINISTRATIVE STAFF

Role Title: Service Desk Manager

Service: IT Services

Pay Band: D

Reports to: Head of IT Operations

Purpose of Role:

The IT Service Desk is the central point of contact for IT queries from academics, students and staff. The Service Desk sets the standard of behaviour for customer engagement, playing a key customer advocacy role, developing and delivering services that support customer needs and inform IT Services objectives.

The team act as customer champions, offering specialist advice and support on IT related issues while providing customers with the best possible service and conveying a sincere willingness to help.

The post holder is responsible for managing the IT Service Desk team which provides front line Incident and Request Management across all IT services. They are responsible for ensuring that all incidents and service requests are handled effectively across all channels within agreed Service Levels to deliver customer satisfaction. The Service Desk Manager is responsible for developing and implementing the strategy, standards and procedures within which the Service Desk will operate.

The post holder owns the Service Desk tool, website and Knowledge Base. They are responsible for analysing the usage of applications,

incidents and requests to identify problems and proactively reduce call volumes.

The postholder will embed a culture of customer service excellence and ensure that the service is efficient and effective whilst nurturing positive working relationships with the customer base and staff within IT Services.

Hours of the Service desk are 08:30 to 21:30, Monday to Thursday and 08:30 – 18:00 on Fridays. Occasional events support will also be required so a flexible approach to work is essential.

Role Responsibilities:

- Assist in drafting the Service Desk strategy to drive the shifting of incidents and requests to more efficient and faster resolution processes and design a flexible and robust service.

- Develop, gain agreement to, own and maintain the Incident, Critical Incident and Service Request processes (ITIL) and procedures, ensuring procedures are followed, including reviews and problem analysis.

- Own the Service Desk toolset (currently TopDesk) and develop IT Services policies and procedures for its effective use, including review and compliance.

- Manage high profile critical or complex incidents as required and provide updates to management and Customers where necessary.

- Provide communications between the IT Department and customers during incidents, planned outages and upgrades, using an array of channels and mediums.

- Obtain Customer Feedback to evaluate the level of customer satisfaction delivered by the Service Desk

- Monitor the performance of the Service Desk through the development of SLAs and KPI's and report against them on a regular basis, as required by senior management

- Plan resources to meet demand
- Ensure recruitment, performance management, training, career development programs, succession planning, resource planning and HR processes are being managed across the Services Desk.

- Manage the IT Services presence on the intranet site.

- Work with projects to interpret requirements from changes to service or new services and develop support documentation for non-technical users and the Service Desk analysts.

- Analyse the impact of new services or changes to services on the Service Desk and develop solutions as appropriate to provide service including resourcing, hours of service, skills transfer, development of the knowledge base etc.

- Define the requirements for Service Desk tools and ensure, through the relevant technical support area, that the tools are maintained to meet the required standards of service. This includes service desk tool instances provided as a service to other business units. The role holder will deliver this is a service to the university including consultation, design and development of the platform to meet business needs.

- Provide IT focused Start of Session planning and support

- Keep up to date with industry developments, driving innovation and effective change.

- Provide 1st and 2nd line support and administration including troubleshooting of IT related problems from software to hardware, such as mobile phones, laptops, PCs, printers, basic network issues and all IT Managed applications.

- Escalate unresolved calls to the 2nd/3rd line support teams in line with agreed processes, including liaising with external partner organisations where appropriate

- Provide an IT Support Service through employment and training of a student workforce (if appropriate) and lead and manage a

team of IT Service Desk analysts and provide mentoring and coaching.

- Any other duties as required by the line manager or Head of Department that is commensurate with the grade.

- As the needs of the University change so the above job profile, duties and location of the role within the university may need to adjusted accordingly.

General Requirements
- Engage in Institution-wide committees or working parties when required.

- Demonstrate understanding of Ravensbourne's values, culture and educational ethos and promote these through everyday practice in the role.

- Work within Ravensbourne's Code of Conduct and other Rules.

- Comply with all legislative, regulatory and policy requirements (e.g. Finance, HR) as appropriate.

- Carry out the policies, procedures and practices of Health & Safety in all aspects of the role.

- Demonstrate value and importance of equality and diversity in every aspect of Ravensbourne's work, and show commitment through everyday practice in the role.

- Work in accordance with, and promote Ravensbourne's environmental sustainability policy and practices.

Key working relationships (i.e. titles of roles, both internally and externally, with which this role holder interacts on a regular basis):

The Head of IT Operations, All IT staff members, students and teaching staff across the institution.

Resources Managed:

Budgets: N/A	
Staff: Service Desk Analysts	
Other (e.g. equipment; space) N/A	

Person Specification (Knowledge, Skills and Behaviours)	Essenti al	Desirabl e
<u>**Core Personal Skills**</u> **Minimum Qualification Required :** Qualification in Computer related discipline, to degree level	✔	
ITIL (Version 3 or later) Foundation Level Qualification	✔	
Professional project management qualification (e.g. PRINCE2 foundation or equivalent)		✔
Customer focus and service Understands the relationship between provider and customer, and the expectations of the recipient of a service. Is able to identify all such relationships in which they are involved, and with an attitude of mind that places the needs of the customer first, provides a service that fully satisfies them.	✔	
Enterprise and support for Income generation Understands the critical importance of income generation, in particular from student recruitment, and is alert to the opportunities for increasing income from existing or new sources, taking action as necessary.	✔	
Team working Works collaboratively and harmoniously within the team and more widely	✔	

with all significant others to get the job done, to the satisfaction of all those involved.		
Communicating and relating to others Communicates clearly orally and in writing, and in relating to others builds and maintains effective relationships openly and honestly, and respond well under pressure. Be able to use every medium appropriately and with consideration for the audience, so that the messages (both ways) are understood and able to be acted upon.	✓	
Organising work Organises work for optimum effectiveness, using all the resources, tools and methods available, so that the objectives of the role, team and organisation are met.	✓	
Problem solving and decision making Anticipates problems or issues and deals with them creatively and constructively, reaching a rational decision for dealing with the problem or issue; one that is capable of practical implementation.	✓	
Future focussed and change-ready Understands their current position in the broader environmental context and is receptive to, and open minded about, change, enabling them to respond positively and creatively to changing circumstances and requirements.	✓	
Core Leadership and Management Skills **Team leadership and Management** Leading and managing team(s) successfully towards specific agreed outcomes in ways that engage, motivate and develop team members	✓	
Project Management Leads a Project throughout its life cycle, using an agreed methodology to ensure the Project achieves its agreed purposes.	✓	

Staff Management Ensures that all staff managed are properly, deployed and developed in their role, and are enabled to make their contribution to the achievement of short and medium term objectives and longer-term organisational success	✓	
Professional and Administrative knowledge and know–how **Service Knowledge and its application** Maintains, develops and applies comprehensive knowledge of all aspects of the service in ways that are proportional to Ravensbourne's nature, scale and complexity, and keeps that knowledge and its application up to date and relevant	✓	
Professional context Develops and maintains an understanding of how developments in the professional, legal, regulatory and educational contexts impact upon own role specifically, and Ravensbourne more generally	✓	
Professional and Administrative service delivery, systems and processes **Delivering the service** Delivers the service, or that part of it as specified in the role description, to the standards required, and contributes to its continuous improvement	✓	