

# Job Description and Person Specification

## Job Description

### Job Details

Job Title: **Service Desk Team Leader**

Grade: **NNCBAND06**

Reports to: **IT Operational Support Manager**

Directorate and Service Area: **Chief Executive, IT/TDD, Service Delivery**

### Purpose of the Job

Assist the IT Service Delivery Lead, IT Operational Support Manager and other Team Leaders in ensuring the efficient operation of the IT Service Desk, including any delegation from the IT Service Delivery Lead/IT Operational Support Manager.

To maintain a culture based upon excellent customer service values, to be a 'change agent', to encourage a Council wide adoption of Technology programmes, technologies and strategies. This role includes implementation and development of all Service Desk processes and procedures along with the management of incident/service desk requests, IT assets and license management within the estate.

### Principal Responsibilities

- To be responsible for the effective operation of the IT Service Desk. Ensuring that calls are dealt with promptly, according to priority and that all relevant information about calls is recorded appropriately, in accordance with ITIL standards.
- Monitor and update incidents/requests, escalating where appropriate to bring the call to a satisfactory resolution to ensure SLA is met.
- Investigate problems arising from Service Desk calls reported, providing support for all aspects of the authority's hardware, software, communication and voice networks, including liaising within the team, other IT teams, users and external service providers as necessary to provide swift resolution.
- Assisting the Cyber Security Manager with any flagged cyber risks or issues through to resolution via the Service Desk.
- To provide comprehensive feedback on the resolution of support calls, identifying where additional training, preventative work or additional communication work is required.
- Develop the IT Service Desk (ITSM) software solution.
- To assist the Head of Service Delivery and IT Operational Support Manager to define SLA and reporting of performance and feedback across the service.
- Maintain an up-to-date inventory of hardware and assets, including the management of a Master Asset system.

### General Responsibilities

- Chair IT Team Meetings.
- Install desktop equipment, software, provide advice, guidance and assistance to system users as required directly or via delegation to team.
- Deployment and management of antivirus, security patches and best practices for software, hardware and systems within the Council.
- To provide feedback on potential breaches of IT Security, policy, or unauthorised use of the Council Data or equipment.
- Facilitate and deliver IT inductions to new employees.
- To manage and work with Contractual, Procurement and Business Admin teams in the listing of purchase of equipment, licences and with suppliers, including administrative contracts.
- Assistance with the shared administration of telephony, active directory, M365 and other administrative Council systems, including accurate procedures and notes for the team.
- Arrange the secure disposal of surplus hardware and software.
- Any other duties in keeping with the post as required.

### Special features of the post

The postholder may be required:

- To travel between all North Northants Council offices with an IT or staff presence, including offices in Corby, Kettering, Thrapston and Wellingborough.
- To provide IT support and representation and Council Events, such as Electoral events or Council meetings.

## Person Specification

Attributes	Essential	Desirable	Identified by
<b>Relevant Experience</b>	<p>Direct experience of IT operations, procedures and management/supervisory experience in an IT Service Environment.</p> <p>Experience of providing &amp; supporting large and complex IT facilities, across multiple sites, including the management of 1<sup>st</sup> and 2<sup>nd</sup> Line Support.</p> <p>Extensive experience of supporting end users for their IT requirements.</p>	<p>Experience of supporting M365-enabled Infrastructure estates, particularly under Service Desk support.</p>	Application, Interview
<b>Education and Training</b>	<p>A-C GCSE qualifications in English, Maths and IT.</p> <p>Full driving licence.</p>	<p>Educated to Degree-level in a computer based subject or equivalent.</p> <p>ITIL4 Certification</p>	Application Form
<b>Skills and Knowledge</b>	<p>High communication skills, interpersonal skills, and ability to communicate with non-technical, technical and senior stakeholders.</p> <p>Ability to manage competing priorities and conflicts.</p> <p>Experience of working to defined service standards.</p> <p>Commitment to ongoing improvement.</p> <p>Self-motivated, able to provide leadership and direction.</p> <p>Able to focus on the benefits of technological and developmental change.</p>	<p>Knowledge of relevant security standards applicable to the Public Sector.</p> <p>Understanding of security frameworks, associated legislation; in a particular GDPR, Cyber Essentials and PCI.</p> <p>Understanding of security frameworks, associated legislation, such as GDPR, Cyber Essentials and PCI.</p>	Application, Interview