JOB DESCRIPTION

Job Title:	IT Team Leader (Service Desk & Telephony)	Grade:	SG7
Department:	Digital Service Delivery / Information and Library Services (ILS)	Date of Job Evaluation:	May 2023
Role reports to:	IT Support Manager		
Direct Reports	IT Support Analysts (6) IT Support Analysts (6) rota'd to provide frontline face-to-face support. IT Support Specialists (if deputising for IT Support Manager). Telephony Supervisor.		

This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.

PURPOSE OF ROLE:

A campus-based role to supervise the IT Service Desk and Telephony functions which provides IT support services to all university staff, students, partners and visitors.

Working with the IT Team Leader (Support) to provide frontline IT Support services across all campuses.

Assisting the IT Support Manager with continual service improvement, analysing requirements and optimising support processes.

Ensuring services are aligned with university strategies.

KEY ACCOUNTABILITIES:

Team Specific:
- Line management of IT Support Analysts.
- Line management of the Telephony Supervisor and, indirectly, the Telephony Team.
- Day to day supervision of the IT Service Desk function.
- Using Live Chat, ChatBot, self-service portal, email and telephone channels of communication.
- Ensuring all support channels are adequately resourced through rota management.
- Ensuring all open tickets/calls have clear ownership and are assigned accordingly.
- Ownership of escalated issues, resolving internally wherever possible and liaising with other teams and third parties as required.
- Managing processes for inducting new staff quickly and efficiently.
- Ensuring the team have the required knowledge and skills to provide excellent customer service, organising on-going training for new services.
- Liaising with other IT teams to ensure your team have the correct systems access and rights to meet a 85% first line fix rate KPI.
- Responsible for trend analysis and highlighting issues.

- Ensuring knowledge and pre-set solutions are up to date, collaborating with the IT Supervisor & ITSM Specialist.
- Working an 8-hour day between 8:00am and 6:00pm on a rota basis, and beyond these hours on an overtime basis (including weekends) when required, especially during busy periods such as start of term and to support university events such as Open Days.

Generic:
- To establish and maintain professional working relationships with colleagues within the University at all levels and with external organisations, suppliers and individuals.
- To identify and prioritise service improvement, aligning this with the Digital Strategy.
- Liaise closely with relevant staff to share and develop best practice and contribute to staff training and development activities.
- To always act fully in the interests of the University.

Managing Self:
- Strong team leadership and supervision skills.
- Excellent communication, collaboration and facilitation skills.
- Logical, self-motivated, flexible and able to manage change.
- Strong digital IT skills with a commitment to continually development these.
- Excellent organisational, planning and time management skills.
- Engage in professional development opportunities to keep skills relevant.
- Work to deadlines and project timelines.
- Carry out other duties as may from time to time be reasonably required across the service.
- Work collaboratively to drive changes and improvements that support the required outcomes of the Digital Strategy.

Core Requirements:
- Adhere to and promote the University's policies on Equality, Diversity and Inclusion and Information Security;
- Ensure compliance with Health & Safety and Data Protection Legislation;
- Support and promote the university's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible.
- Adhere to current legal requirements and best practice relating to digital content and accessibility, including Web Content Accessibility Guidelines when creating digital content.

Additional Requirements:
Undertake any other duties as requested by the line manager or appropriate senior manager, commensurate with the grade.

This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change. The role holder will be expected to show flexibility in working arrangements, including working hours, to ensure that the directorate delivers the required level of service.

KEY PERFORMANCE INDICATORS:

- IT Service Desk and Telephony teams meets or exceeds its agreed service level targets (SLTs).
- High telephony system uptime, minimal unplanned outages (target 99.5% or greater).
- An increasing number of support interactions taking place through a self-service portal, with related communications processed via ChatBot and Live Chat, with a respective decrease in traditional telephone and email communications.
- Strong business relationship management.
- Team receives a high level of ongoing positive user feedback.
- Evidence of a cohesive and proactive team with clearly defined and appraised professional development routes.
- The team contributes positively to the successful delivery of ILS and wider university KPI's.

KEY RELATIONSHIPS (Internal & External):

- IT Team Leader (Support)
- IT Support Specialists, Drill Hall IT Team and all other ILS teams
- ILS heads and other team managers
- Network Operations Manager for telephony related infrastructure requirements.
- Key contacts from all faculties and directorates
- Colleagues across the sector in related areas
- Key contacts from Partner colleges
- Partner Universities via the Medway shared service
- Third party service suppliers
- Relevant sector networks such as JISC, UCISA and GOETEC

PERSON SPECIFICATION	
Essential	**Desirable**
Experience	**Experience**
- Strong and proven IT diagnostic skills including the use of remote support tools. - Business relationship management, working with colleagues at all levels. - Supervising a team of professional IT staff. - Managing and communicating details for a staff rota. - Monitoring team performance to meet Service Level Targets. - Comprehensive experience and expertise supporting users in a Windows standard operating	- Working within a higher education environment. - Working within an environmental sustainability context.

environment under Active Directory. • Experience supporting non-Windows devices. • First line level support for audio visual (AV) systems. • Effective use of IT Service Management processes. • In-depth knowledge of the university's IT systems and services. • Extensive use of VOIP telephone systems with call centres.	
Skills • Staff supervision. • Excellent communication and collaboration skills. • Using ITIL-aligned ITSM tools. • Analysing ITSM data and identifying trends to inform service improvement. • Excellent organisational skills and the ability to prioritise and manage a wide and varied workload. • Robust technical IT troubleshooting and problem-solving skills. • Reviewing and recommending changes to services and systems to improve performance and user experience. • Ability to analyse and report on user data and feedback.	**Skills** • Agreeing Service Level Targets which align with required KPI's.
Qualifications • Educated to degree level or demonstrable experience within a relevant technical or business discipline.	**Qualifications** • ITIL certification.
Personal attributes • We are looking for people who can help us deliver the values of the University of Greenwich: Inclusive, Collaborative and Impactful	**Personal attributes** • N/A