

<b>Designation:</b>	<b>Service Delivery Team Leader</b>
<b>Grade:</b>	<b>Stroud</b>
<b>Hours:</b>	<b>37</b>
<b>Location:</b>	<b>Ebley Mill</b>
<b>Job Purpose:</b>	<b>To Manage the team responsible for operating the Service Desk and deliver an excellent service to ICT customers</b>
<b>Responsible to:</b>	<b>Head of ICT</b>
<b>Responsible for:</b>	<b>3 x Technical Support Analysts</b>

## KEY DUTIES

- To provide direct supervision of the Service Desk team including 1:1s, delegation of workload management, skills matrix and training requirements.
- To ensure that the service desk is run effectively and to ensure that the team provide effective cover.
- *To provide regular service desk statistics as required ensuring SLA management.*
- To liaise with both ICT customers and the Technical Team to ensure continuity for problem management and service requests.
- To manage ICT's triage process and ensuring that authorised work is progressed accordingly.
- To manage the Service Desk system to ensure that it provides an ITIL compliant Service Desk to all ICT Customers and call routing to those who are allocated incidents and requests to fulfil.
- *To chair the Change Management Board, with responsibility for approval of changes.*
- To ensure that projects are only accepted into support once all post live documentation is agreed and signed off.
- To carry out regular service reviews with ICT customers
- To maintain close and effective working relationships with all Service Areas within the Council.
- Work with Project Teams designed to enable and support organisational change and development.
- Contribute as part of the ICT management team, deputise for the ICT Manager and attend management meetings
- Undertake any other duties of a similar level and responsibility as may be required from time to time.

## SKILLS AND KNOWLEDGE

- Degree, HND or equivalent in ICT or service related subject or equivalent work experience
- Experience of working in a Service desk support function.
- Experience of providing a high profile Customer Service Desk
- Ability to work well under pressure
- A good level of technical skills, troubleshooting basic PC issues with hardware, software and networking
- Excellent inter-personal skills
- Experience of managing staff
- Experience of problem solving and analyses of fault scenarios under pressure with competing demands & conflicting priorities
- Ability to analyse data and produce statistical information
- Ability to communicate effectively both verbally and in writing
- Ability to manage own and team workload

## COMPLEXITY AND CREATIVITY

- The Council's Computer systems are increasingly complex and diverse. The postholder will need to have a good overall understanding of all of the Council's systems and work.

## JUDGEMENT AND DECISIONS

- To make effective decisions under time pressure
- Take responsibility for the outcomes and impacts of their decisions

## CONTACTS

- Members of the Council
- Members and staff of other local authorities/partner agencies
- Suppliers and contractors
- Members of the public

Contact required in respect of service delivery issues where the content and outcome are not straight forward or well established and could involve more detailed assessment, planning, evaluation, care and assistance. Some authority in the provision of service is required.

## RESOURCES

- Limited responsibility for physical resources.

## TRAVEL DESIGNATION

- HMRC

## GENERAL

- To work with communities sometimes outside normal office hours, including weekends.
- To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives.
- To work with colleagues across the organisation as required in support of organisational goals.
- To promote the Council's overall commitment to equality of opportunity/Diversity at all times and work within the requirements of the Council's Equality Scheme.
- To undertake all training and development initiatives as required.
- To work within Health and Safety guidelines in accordance with the Health and Safety at work Act.
- To work within the requirements of the Council's Environmental Policy and Management System.
- To undertake any appropriate duties required to meet the Council's obligations under the Civil Contingencies Act.

*This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.*