

Designation:	Service Desk Team Leader
Grade:	Stroud TBC
Responsible to:	Head of ICT
Service Area:	ICT
Post Number:	

ESSENTIAL CRITERIA

QUALIFICATIONS

- Degree, HND or equivalent in ICT or service related subject or equivalent experience.
- ITIL certification or equivalent experience of service delivery management
- Excellent written English with the ability to write reports clearly.

EXPERIENCE

- Extensive experience of managing the service desk functions within a small to medium sized organisation.
- Proven experience of successfully leading a team and able to demonstrate good practice in staff performance management including how to motivate staff and deal effectively with staffing issues.
- Evidence of being able to make rational and timely decisions, whilst empowering staff to achieve outcomes.
- Working Knowledge of ITIL Framework and project management methodologies.
- A good working knowledge of ICT software and hardware solutions.
- *Effectively and timely resolution of a range of routine ICT problems.*
- *Rollout and support of mobile working technologies.*

SKILLS & KNOWLEDGE

- Highly developed interpersonal skills to work confidently and effectively with a wide range of senior officers, Members, partners, external professional bodies, public, managers and staff.
- Ability to negotiate and agree ownership for incidents, set SLAs, interpret statistics, schedule service requests, plan change and escalate problems in an effective way.
- Ability to lead a team to deliver the services required, to the agreed performance standard.
- Ability to work independently and as a member of the team.
- Excellent analytical skills and able to coordinate the resolution of complex issues and problems.
- Demonstrable ability to explain complex issues to non-ICT literate staff members and other stakeholders.
- Accurate and methodical working practices.
- Demonstrable experience of project managing the introduction of Service Desk software solutions, developing their use and providing reporting for SLA management to senior management and ICT customers.
- Excellent time management and organisational skills showing the ability to meet deadlines and prioritise work.
- Flexible response to work deadlines and requirements including the need for occasional out of hours working, both planned and unplanned.
- Commercial approach to delivering public services to provide best value for the organisation.
- A team worker – proven ability and disposition to make a positive contribution to own team working and other teams as appropriate.
- Ability to challenge the status quo, to provide different solutions for the provision of ICT solutions.

PERSONAL ATTRIBUTES

- Ability to manage own time and workload.
- Demonstrate the ability and desire to keep abreast of new technology and be a “self-starter”
- Must be able to physically move PC’s and ICT related equipment.
- Have access to a car for business use and have a full driving licence

OTHER

- Committed to working for an employer that values diversity and equality of opportunity
- Able to demonstrate relevant competencies set out in the Council’s Competency

CORE COMPETENCIES

1. Effective Communication

You will be able to communicate clearly and effectively with a diverse range of people.

You can vary your communication dependant to your customer, using effective listening with the ability to persuade and influence where appropriate.

2. Customer Focus

You are able to deliver the highest quality of service to our customers, both internal and external.

You will strive to deliver a consistently high quality service, with commitment o understanding and meeting their needs, inline with policies.

3. Working Together

You will be able to work co-operatively with colleagues and partners to achieve results and develop good working relationships.

You will be able to focus on the development of yourself and colleagues in order to enhance performance, motivation and ability to change.

4. Innovating

You will be able to seek better, more effective ways of delivering services.

5. Accepting Change

You will be able to adapt to new work challenges and situations, adopting a positive attitude to change.

6. Supporting the delivery of SDC priorities

You will be able to demonstrate an understanding of and commitment to the Council and its Services.

You will be able to demonstrate how your work supports and meets the needs of the service.

Outer layers of the [competency framework](#) apply with Management and Leadership roles.