# JOB DESCRIPTION

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| **Job title** | Service Delivery Manager |
| **Sector/Function** | IMT |
| **Department** | End User Services |
| **Reports to** | Central Delivery Manager |
| **Grade** | 4 |
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| **Job purpose** | Responsible for day-to-day management of the End User Services (EUS) team.  Ensure that incidents and requests are resolved effectively and in line with the Service Catalogue, problems are managed in alignment with the business requirements and that customer expectations are managed with clear communications to all stakeholders.  Ensure that Service Desk operates according to agreed processes as per the Knowledge Base, including ensuring quality data output from all related processes.  Ensure meaningful KPIs are in place to effectively manage the performance at both the individual and team level, applying keen analytics to data to provide insightful reports to the Central Delivery Manager.  Acting as the overall escalation point for IMT queries from stakeholders at all levels of the business and ensure effective prioritisation and resolution.  Technical knowledge across networking, infrastructure, security and applications to support the team with ticket resolution, training and decision making.  Operating within the ITIL framework using the principles and Service Value Chain to guide improvement plans with value at the centre.  Managing small-scale projects to make improvements to service delivery in line with any continual improvement recommendations.  Reports directly to, working closely with and providing cover where necessary for the Central Delivery Manager to implement strategic recommendations from Continual Improvement analysis, as well as feeding data and recommendations into that process where appropriate.  . |
| **Key accountabilities** | **Stakeholder Management:**   * Building positive relationships with key stakeholders across the organisation, effectively representing the EUS Team as well as the IMT Department as a whole. * Collaborating closely with the technical teams – Networks, Infrastructure, Security etc – to ensure effective incident management, flow of information and process engineering. * Supporting a culture aligned with Turning Point values within the EUS Team. * Proactive interactions with key stakeholders periodically as required to ensure customer service standards are being met. * Managing all communications to end users. * Representing IMT on various forums as required. * Interacting with Turning Point managers to respond directly to queries and complaints, liaising with the Central Delivery Manager where required. * Occasional travel to various Turning Point locations to support the needs of the business.   **Incident / Request / Problem / Change Management:**   * Ensuring effective processes in place to respond to incidents, requests, problems and changes. * Ensuring effective routing of calls and tickets via the call management system and ITSM. * Coordinating with the Central Delivery Manager to ensure management of critical incidents and where necessary conduct root cause analysis for such incidents. * Managing escalations through to resolution and apply quality control to tickets escalated to specialist IMT Teams. * Ensuring continuous availability of End User Services operations through effective management of the service and planning for contingencies. * Ensuring Service Desk activities are recorded accurately within the ITSM to to agreed targets and quality standards. * Identifying (in conjunction with other parts of IMT) and managing reoccurring faults or errors in the IT infrastructure raising Problem Management records to minimise adverse impact of such incidents. * Ensurinf change control procedures are followed when identifying required changes and liaise with specialist IMT Teams for change implementation. * During busy periods, supporting with ticket resolution. * Making technology recommendations in line with business need and infrastructure / security requirements.  Risk Management:  * Ensuring risks are handled in line with the Risk Management policy, flagging with the Central Delivery Manager as appropriate. * Adhering to ISO27001 policies and procedures on information security. * Ensuring the monitoring of systems and infrastructure for alarms, events, and notifications is being undertaken as agreed, and take appropriate action or escalate to other IM&T functions where necessary. * Managing the quality of the Knowledge Base. * Conducting data analysis as required to ensure quality of information and the security of our information and assets. * Providing on-call support regarding IMT services to ensure service continuity. Keeping IMT updated on the incident and next steps to resolution.  Vendor Management:  * building strong relationships with key vendors, providing an escalated point of contact, support and challenge where needed. * Coordinating vendors to resolve incidents, recording accurate communications information in the incident record. * Through consultation with the Central Delivery Manager and vendors, making recommendations on the specifications of various IT hardware and software in relation to the development desktop infrastructure.  People Management:  * Acting as day-to-day Line Management the EUS Team, providing direction, support and advise as required. * Managing development, performance and concerns through individual 121 meetings and Team Meetings. * Feedback to Central Delivery Manager on individual performance. * Ensuring appropriate cover for the First Line teams via rota management.   **Knowledge Management:**   * To keep the Knowledge Base current for both the EUS Team and colleagues across the organisation. * Ensuring personal knowledge is maintained and improved by staying up-to-date with new technology and best practices. * Take responsibility for personal development, Identifying any skills gaps both personally and within the EUS Team, liaising with the Central Delivery Manger to identify suitable up-skilling and development opportunities.   **Performance Management:**   * Ensuring KPIs are met across the EUS Team * Identifying performance issues and improvement opportunities, working with Central Delivery Manager to feed recommendations into the Continual Improvement process * Using performance data from multiple sources to provide insights to the Central Delivery Manager. * Provide management information and recommendations for service improvements to the Central Delivery Manager. * Quality control of EUS Team via ticket auditing, call listening and other quality measuring mechanisms.   **Projects:**   * Involvement in new service implementations and closures, acting as work stream lead where needed. * Involvement and representation on other projects where required to represent service delivery and to ensure smooth transition of new initiatives into the team |

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| **Dimensions** | Direct reports | 11 |
| Total staff overseen | 11 |
| Internal contacts | All business Functions |
| External contacts | Vendors |
| Planning outlook | 12 months |
| Problems solved | Proactive IMT service delivery, customer service delivery, conducting root cause analysis on critical  incidents. |
| Financial authority | N/a |

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| **Area** | **Essential** | **Desirable** |
| **Personal effectiveness** | * Demonstrable experience of managing Incidents, Problems, Requests, Knowledge, Change and Configuration * Demonstrable experience of trend analysis and reporting for the purposes of continuous service improvement * Evidence of successfully delivering against objectives * Customer service driven and broad technical knowledge of technology solutions * Calm and focused under pressure * Excellent written and oral communication skills * Active listening skills * Coaching * Building rapport * Giving and receiving feedback * Thinking customer first * Driving IMT and business staff engagement * Organisation * Time management /prioritisation * Empathetic | * Knowledge of wider areas of IMT – Infrastructure, Security, Networks, Applications |
| **Technical effectiveness** | * Technical Knowledge of the following:   + TCP/IP, DNS, Active Directory, LAN, Windows. Microsoft Office/ Office 365   + Experience and practical ability to create and support windows 7 /10 images. * Knowledge of systems from the customers perspective * Good standard of written and verbal English | * CompTIA A+ * CompTIA N+ * CompTIA Security + * MCP (Microsoft Certified Professional) * Previous involvement / participation in projects, work/academic based. * Previous experience in volunteering * Hands on experience and knowledge of administering, maintaining and supporting IMT technologies: * Exchange, Windows Server, Active Directory: Scripting, MPLS,TCP/IP, SNMP, DNS, LAN, * WAN, VMWare, Windows, Microsoft Office/Office 365. |
| **Acquired experience &**  **qualifications** | * ITIL4 * Managing customer and vendor expectations * Experience of delivering customer service / application support in a range of fast-moving environments * Good standard of written and spoken English * Excellent customer handling skills * Coaching and development skills * Previous experience in a customer service environment * Ability to help support the operations team on general day to day activities * Minimum 3 years’ experience of providing IT support |  |
| **Other Requirements** |  |  |