



## **Service Desk Team Lead**

### **The College**

The College consists of two inter-dependent fee-paying schools within a single executive structure. The Senior School [13-18], founded in 1841, is the oldest of the Victorian public schools and is predominantly a boarding school of some 700 pupils, including a Sixth Form of approximately 270 pupils. The Prep School [3-13] is largely a day school of some 400 pupils. Both schools are fully co-educational. The schools are situated in their own spacious grounds and have fine academic records and a considerable reputation for sport, drama and music.

### **The Department**

The IT Department comprises the Head of IT & Digital Strategy, IT Manager (for Infrastructure, Security and End User Computing Services), Informatics Manager (for Data and Analytics Services), Infrastructure Lead, MIS Lead, IT Project Manager, Informatics Coordinator and a team of 4.5 ICT Technicians.

We are evolving our IT Support function and are looking to establish an IT Service Desk that provides a central point of contact for academics, students, support staff as well as parents in both schools and across all departments and provides users with the best possible service and conveying a sincere willingness to help.

The College uses a hybrid Microsoft 365 environment as both its primary office application suite, file and record storage and virtual learning environment (i.e. Teams and OneNote) enabled primarily, but not exclusively via Apple devices (MacOS, iOS & tvOS), managed using Jamf Pro MDM.

The school uses iSAMS as its MIS alongside a number of other applications such as SOCS for co-curricular activities management, EVOLVE for managing trips and CPOMS for managing safeguarding concerns and a range of online education resources and assessment solutions.

The department develops and supports bespoke MI reports and BI analytics as well as bespoke database and process automation applications using MS SQL Server, Filemaker/Claris, MS SSRS, MS Power BI & MS Power Automate.

Multiple Windows and Mac computer suites sit alongside classrooms and multi-purpose halls, including a chapel, equipped with a range of audio-visual equipment, campus-wide WiFi, multi-function Xerox print devices managed via Papercut and a cloud-based VoIP communication service (8x8).

The ICT department supports a wide range of educational-focused as well as commercially-orientated events and activities such as the sports centre, and sports events, summer schools and activity camps, music recitals, talks and lectures, weddings, and the Cheltenham Cricket Festival.

### **Job Overview**

The Service Desk Team Lead is responsible for ensuring customer service and support, performance targets and expectations are met through effective team leadership and developing the knowledge and skills of the team. The Service Desk Team Lead is also the first point of escalation for all service issues across both schools.

You will need to demonstrate great people, team and organisational skills and the drive to always champion the user. You will be an articulate communicator who possess the ability to translate technical explanations into customer-focused language.

You will work closely with your colleagues to plan and launch new, and drive improvements in our existing services as well as escalating incidents, both internally and to external support providers.

This role requires the ability to develop effective working relationships with senior colleagues and this fast-paced and varied role requires excellent communication and customer service skills as well as a broad range of IT knowledge.

Your time will be spent working ensure that the service runs efficiently and effectively, liaising with external support providers, as well as customers to resolve incidents and fulfil service requests, as part of a close-knit team.

### **Responsibilities**

- Day-to-day management, resource planning and work allocation to meet agreed service levels, including out of hours, rota and cover arrangements.
- Develop a good understanding and technical expertise across the entire range of services and products.
- Oversee diverse and complex service incidents, requests and events that require drive and focus to deliver successfully.
- Ensure service requests and incidents are received, logged and handled according to agreed procedures and promptly picked-up or allocated and responded to.
- Supervise and provide regular performance feedback to team members. Work with the Head of Department, and IT Managers to ensure that the personal and departmental development goals of team members are achieved and career aspirations supported.
- Ensure the team deliver a program of scheduled activities and routine checks, ensuring any service issues are remediated as a priority.
- Ensure customers are kept apprised of progress towards service restoration.
- Escalate potential service level failures with the appropriate IT manager and act as first escalation point in dealing with customer issues and complaints.
- Assist in the development and maintenance of policies, standards, and procedures.
- Manage the lifecycle of and administrator the service desk toolsets (i.e. ticketing, asset management, remote connectivity and directory management)
- Maintain a detailed knowledge of the College's end user facing services and products and a broad knowledge of the networking and server infrastructure technologies.
- Ensure any staffing, support and availability related risks to the service are understood and mitigated.
- Ensure that tracking and monitoring of performance of service delivery through all channels is carried out, metrics and reports are analysed, and performance issues are resolved.
- Develop and deliver an improvement plan for the service desk and ensure this is clearly understood by stakeholders and progress is regularly reviewed.
- Support the development of self-service capability such as How-To and Trouble Shooting articles and videos, ensuring that the catalogue of requestable and supported services is complete and current.
- Support the automation of service requests where appropriate and identify areas of lifecycle improvement.
- Promote a service culture in order to achieve lasting improvements.
- Assist the team of technicians in carrying out their varied roles as Service Desk Analyst, Application Operations Engineer, Infrastructure Operations Engineer, End User Computing Engineer, as well as Audio Visual Technician at peak periods of demand or in the event of staff absence.

As part of the IT Department management team, you will help identify and deliver continuous improvements and innovation. You will contribute to and assist in defining and delivering the IT strategy and contribute to the review and negotiation of service level agreements.

All staff within the ICT department are expected to work flexibility and to assist in meeting the operational needs of College including occasionally by being the on-site analyst/engineer/technician on a Saturday morning (once every six weeks during term-time) as well as working the occasional weekend or evening in support of specific events, such as the annual Speech Day event or the start of year pupil induction & onboarding.

## **Person Specification**

### **Qualifications and Training**

Educated to degree level (or equivalent) in Information Technology, Computer Science or relevant field with specific technology and industry standard qualifications and certifications.

Equivalent experience and similar qualifications will be considered. Job holders without certifications may be expected to obtain over an agreed time period, and will be supported in the process of obtaining, a number of certifications agreed as relevant to the role including but not limited to:

- ITIL foundation certification or similar.
- Coaching and Customer Service qualifications e.g. Service Desk Institute, Institute of Customer Service or BCS or other professional memberships (Desirable)
- CompTIA A+

### **Knowledge and Experience**

- Supervising a service desk team.
- Working in a school environment (Desirable).
- Service Desk, Incident and Service Request management practices. Aware of other ITIL practices.
- Operating MS products e.g. Exchange, Sharepoint, Teams, OneNote, Word, Excel, PowerPoint etc.
- Using identity and access management solutions, (e.g. Active Directory & Azure).
- iSAMS or other school MIS systems (Desirable).
- Using Service Management/Help Desk ticketing systems such as Manage Engine SDP or FreshService.
- Remote monitoring (such as PRTG) and management (RMM) solutions (Desirable).
- Operating and maintaining end user computing and audio visual related technologies, products and services i.e. MacOS, iOS and MS Windows hardware and operating systems.
- MDM products such as JAMF and INTUNE.
- Active Directory and Azure Active Directory.

### **Skills and Behaviours**

- Managing and operating customer service or service desk functions.
- Taking responsibility for employees' performance, improving their ability to succeed, addressing and correcting poor performance effectively.
- Building and managing teams and guiding group efforts; successful in getting groups to learn and work together.
- Developing and growing the capabilities of others and encouraging their success through coaching, mentoring, instructing, delegating and providing feedback.
- Works well, communicates with, trains and presents information effectively to others.
- Managing stakeholders, taking account of their levels of influence and particular interests.
- Building relationships, negotiating agreements and mediating disputes.
- Maintains and can demonstrate in-depth knowledge and skill in technologies.
- Effective in finding, evaluating and managing information.
- Thinks ahead and takes an analytic and systematic approach to solving problems.
- Using technology to complete the assigned work and achieve results.

- Achieving results through effective planning, organisation and delegation.
- Acts independently and sustains action over a period of time to the required accuracy and completeness, seeking advice from others when required.
- Managing resources effectively, seeking ongoing improvements and managing risks.
- Taking personal responsibility for the quality and timeliness of own work and for improving own performance.
- Modifies own behaviour and adapts to changes in business need, conditions and work responsibilities.
- Understands, accepts, applies and abides by relevant legal, professional and organisational duties, laws, regulations, codes of conduct and standards.
- Makes and sustains an ongoing commitment to learning and self-improvement and to acquire new knowledge or skills for work.
- Earns the trust and respect of others and is perceived by others as responsible, reliable and trustworthy.
- Keeps functioning effectively when under pressure and maintains self-control and composure in the face of adverse situations, hostility or provocation.

### **Terms and Conditions**

- Salary: £28,548-£33,000 (Band F/G) depending on experience.
- Working hours: 37.5 hours per week although this can fluctuate depending on events so flexibility is therefore essential
- School lunch available during term time.
- Members of staff can use the College sports' facilities (at staff allocated times).
- Pension scheme available after satisfactory completion of probationary period.
- Subsidised health scheme membership (Benenden).
- Staff discounts at local businesses and retailers.

**Version: 0.2 August 2022**