

JOB DESCRIPTION

Technology Service Desk Manager

Reporting to:	Head of IT & Digital Change
Direct Reports:	Technology Service Desk Specialist, MIS Analyst, Service Desk volunteers
Hours:	35
Contract:	Permanent
Location:	London
Date:	May 2021

BACKGROUND

At Young Lives vs Cancer we are One Team with One Target. It is our mission to ensure that everyone under 25 with cancer, and their families, get the support they need to thrive, not just survive. As a member of the Finance and Corporate Resources team, you have a fundamental role in helping us to deliver on our promise to support young people and their families to deal with the effects of cancer, both during and beyond treatment.

We do this through working alongside other teams, providing expert guidance and advice to ensure that, as One Team, we deliver on our aim to be a relevant and robust organisation for our times. We make sure that the wider Young Lives vs Cancer team has all the practical things they need to do their job – like places to meet and work, and the right systems to help with our processes. We are here to ensure that we operate safely, legally and efficiently as a charity.

MAIN PURPOSE

As Technology Service Desk Manager, you will take lead responsibility for providing the Technology Service Desk across the charity. The role will initially be 60% management / 40% hands-on, with a focus on making improvements to the service desk and developing and upskilling Service Desk staff to provide 1st and 2nd line support across both the IT and Management Information Systems (MIS) functions. The shared service desk will also receive, triage and escalate web and digital queries.

You will ensure the Service Desk meets required levels of service whilst providing strong stakeholder management and a high level of customer satisfaction.

Service Desk Management will be delivered pro-actively, routinely monitoring trends, assessing performance and making recommendations for improvements of systems, processes, user guidance and communications.

DIMENSIONS

The scope of this role will include:

- **Service Desk Management:** Ensure the Service Desk is operating effectively and efficiently with any risks/issues escalated and processes and metrics frequently reviewed - enabling a

positive customer experience of the Service Desk.

- **People Management & Development:** Lead the Service Desk Team, communicate vision & plans and ensure team members are set realistic targets, which are regularly monitored and reviewed. Develop their own and their team's knowledge and skills, and keep up to date with advancements in technology to ensure the team is constantly evolving and improving their technical knowledge and understanding. Ensuring staff productivity is maintained to a high level.
- **Stakeholder Management:** Strong stakeholder management, ensuring customer needs are met and appropriate levels of stakeholder communication are provided - so that customers feel that their needs are understood and that they are kept updated and informed.
- **Documentation:** Ensure all systems, processes and procedures related to the Service Desk are documented and regularly maintained. Easy to understand User Guidance documents and/or videos are available, up to date and easily accessible. All key processes are clearly documented and easy to follow.
- **Oversight and day to day management of the rollout of customer facing / service desk focused projects:** such as the hardware and mobile replacement programmes. Ensuring this work is delivered in a structured, effective and efficient manner and takes account of stakeholder management throughout the process.
- **Relationship Management:** Strong relationships should be developed across the charity, including but not limited to, other Technology team members, internal customers (staff and volunteers) and any external providers/suppliers. Ensuring any cross-team / supplier working can be conducted effectively.
- This role whilst reporting into the Head of IT and Digital change will work in a matrix management structure to meet needs across the Technology team functions.

PRINCIPAL RESPONSIBILITIES

Service Desk Management

- To manage and develop a team in the efficient and effective delivery of a high performing service desk function delivering against priorities and agreed service levels for approximately 500 users for the provision of 1st & 2nd line of infrastructure support, and 1st line application support.
- To ensure the proper allocation of each support call, overseeing escalation to the required internal and external teams.
- To take accountability for the Service Desk management, performance, customer satisfaction and continuous improvement – ensuring SLAs are prioritised, KPIs and trends are regularly monitored, problems and issues investigated, and solutions and improvements are proactively managed. This will include preparing regular service desk management, KPI and trend reports.
- To provide an appropriate Incident Management service with the aim of restoring service as quickly as possible when a fault occurs, and minimise adverse impact on business operations.
- To take ownership of the service desk incident resolution life-cycle processes, for effective stakeholder communication, visibility and satisfaction.

- To ensure a Problem Management process is in place where the root cause of a problem is identified and suitable workarounds proposed
- To provide an efficient Request Fulfilment service, where customers can submit requests easily and are kept informed throughout the lifecycle of their request.
- To take ownership of the Service Desk support software - ensuring ongoing application development to improve user experience, internal workflows and service reporting.
- To pro-actively monitor Service Desk demand against capacity - identifying and recommending suitable solutions to the Head of IT & Digital Change at times when demand is likely to exceed capacity.
- To ensure Access Management controls are in place to ensure legitimate access to services, and security controls are documented and up to date.
- To ensure Change Management processes are adhered to across the Service Desk when making any changes likely to affect any Technology services.
- To be responsible for Asset, Configuration & Inventory Management of the charity's front office hardware infrastructure and software throughout its lifecycle – including procurements, installations, reallocations, updates and removals as necessary.

Service Desk 1st and 2nd line support

- To provide hands on support and resolution of technology service desk queries as required to effectively manage service desk capacity, close out tickets and meet SLA / KPI timescales and targets. (% of time on hands on resolution will vary and will include holiday / absence cover of service desk specialist / analyst roles).

People Management & Development

- To coach, mentor and motivate staff and volunteers to take accountability for their assigned responsibilities and ensure the team is suitably developed, trained and supported to meet objectives and ways identified to improve the efficiency and effectiveness of the team.
- To cross-skill team members to ensure they are able to respond and resolve technology queries that are outside of their key skillset.
- To keep abreast of new technologies, adopting a growth mind set to ensure both their own and their team's knowledge and skills are constantly evolving and adapting to changes in the technology landscape.
- To take advantage of relevant training, mentoring and networking opportunities that are offered as part of the role.

Stakeholder Management

- To provide a high level of Customer Service, where customers are communicated to at each stage of their journey, incidents & requests escalated appropriately and followed through to completion, and complaints are dealt with in an appropriate manner.
- To develop a good understanding of stakeholder needs across the organisation and recognise and appropriately manage situations where there may be competing priorities and some flexibility in system / process may be required to effectively resolve issues.

Project Management

- Responsibility for some Quality Assurance and Testing of new systems and processes as they are introduced.
- To manage and / or support the rollout of hardware replacement or other similar technology programmes.

Documentation, Developing guidance, tools and communications

- To ensure all Service Desk / front office processes are documented and that up to date Knowledge Management information is maintained, regularly reviewed and freely available to staff.
- To ensure a Knowledge library of User Guides is available, regularly maintained, reviewed and updated and that these Guides are tested to meet user needs and level of understanding.
- Regular monitoring of trends in service desk queries to inform where gaps to guidance and user understanding exist and where improvements can be made to improve self-service.
- Writing effective stakeholder communications to provide necessary and timely updates on upcoming changes to technology, potential impacts and how change processes will be managed.

Developing Relationships

- To work closely with the Systems Manager to resolve any incidents which require back office/server/network involvement.
- To work closely with the MIS developers (and third-party suppliers) for any MIS related issues.
- To work with the Digital Programme Manager for any reported Digital service issues.
- To pro-actively communicate to the Head of IT & Digital Change where any incident/request is likely to escalate to a complaint and to manage any complaints process through to resolution.
- To work closely with the Technology Business Partner to ensure new services are identified and recommended to meet business needs, and existing services are continually improved and provide an optimised service to customers in proportion to budget and resources.
- To develop effective working relationships with internal and external stakeholders.

SPECIFIC EXPECTATIONS IN KEY POLICY AREAS

Everyone working in the Finance and Corporate Resources Directorate at every level must:

- Make safeguarding children, young people and vulnerable young adults a priority
- Take care of your own health and safety and that of others
- Ensure that you treat information and data professionally, using it only for the purposes that Young Lives vs Cancer has said we would; respecting the confidentiality and privacy of our supporters, clients and staff and taking active steps to dispose of information and data when it is legally required
- Treat your colleagues with respect and ensure that you are sensitive to and adjust any behaviours that they have reasonably indicated they find unacceptable

This means that in your role you must;

- Accept that you are personally responsible and accountable for ensuring you understand these policies and procedures regulation and Young Lives vs Cancer best practice.
- take active steps to do so and make sure that this is a priority in your daily work
- make sure you attend any briefings and training to help you do so and co-operate with your manager
- ask and request advice if you are not sure of your responsibilities

WORKING RELATIONSHIPS AND CONTACTS

- To develop responsive and efficient working relationships with the user community to inspire and maintain confidence in the charity's infrastructure, software and hardware provision

GENERAL RESPONSIBILITIES

- To be prepared to travel to other locations throughout the UK, occasionally staying overnight.
- Adhere to the Young Lives vs Cancer Equal Opportunities policy in all activities and to actively promote equality of opportunity wherever possible.
- Any other reasonable duties as directed by or agreed with line manager.
- To be an IT and MIS super user, and train and support other members of your team to be able to use our IT and MIS systems.

The responsibilities of this post and reporting structure will be periodically reviewed.

Person Specification - Technology Service Desk Manager

Working as One Team to ensure that we operate safely, legally and efficiently as a charity.

Requirements	Essential	Desirable
Educational / Professional Qualifications		<ul style="list-style-type: none"> Degree level qualification or equivalent work experience ITIL Foundation level qualification or above Relevant Microsoft qualifications, or working towards Qualification in Management/Leadership
Experience	<ul style="list-style-type: none"> Experience of managing a multi-site geographically dispersed Service Desk function Experience of monitoring performance information and using this to improve a service desk function and / or systems and processes Proven track record of the supervision of a Service Desk team, with demonstrable experience of coaching and mentoring team members Proven experience of providing direct 1st/2nd line support to users Experienced in managing cloud-based services, particularly Office 365 Documentation experience of both IT process and guides and user guides 	<ul style="list-style-type: none"> Recruitment experience Experience working on technology implementation projects
Skills/Abilities	<ul style="list-style-type: none"> Excellent people management skills, with the ability to coach, mentor and encourage staff to continually improve and develop Effective communication and stakeholder management skills (both verbal and written) Ability to discuss, demonstrate and develop technical guides and information for non-technically skilled staff Effective relationship building with 3rd party providers Good literacy, numeracy and keyboard skills Flexible, responsive and proactive with strong problem-solving skills Confidence in the ability to work alone and as a team player Excellent organisational and time management skills with ability to identify and prioritise workload for self (and team) according to business needs Ability to work well under pressure and at a high work rate Ability to review processes and continually improve Service Desk function Motivated with a willingness and ability to learn new skills and a general interest in IT Ability to diagnose and manage complex database application errors and requests 	<ul style="list-style-type: none"> Full clean UK driving licence

	<ul style="list-style-type: none"> • Ability to diagnose IT system failures, particularly in unfamiliar surroundings • Ability to identify business needs and adapt technical requirements to form solutions 	
Technical skills	<ul style="list-style-type: none"> • Comprehensive knowledge of how to support complex database applications • Working knowledge of database administration • Comprehensive knowledge of Office 365 environment • Comprehensive knowledge of Microsoft Active Directory • Comprehensive knowledge of Microsoft Desktop Operating Systems • Comprehensive knowledge of Microsoft desktop applications (i.e. Microsoft Office) and other common desktop applications • Working knowledge of Microsoft SharePoint • Comprehensive knowledge of systems hardware, including PC's, Printers and other common peripherals and their associated configurations • Comprehensive knowledge of Service Desk systems, including key ITIL processes, prioritisation, SLAs, etc. • Familiarity with AV and other security products and applications, i.e. Firewalls • Knowledge of applying group configuration changes, i.e. via Group Policy • Understanding of network topologies and components commonly used in LAN/WAN environments, i.e. switches, routers, etc. 	<ul style="list-style-type: none"> • Knowledge of Microsoft Azure environment • Knowledge of Apple Macintosh desktop operating systems and applications • Knowledge of Mobile device management technologies and hardware • Working knowledge of SQL