

ROLE PROFILE

ICT Service Delivery Lead

Grade

E

Contract Type

Home Worker 1

Head of ICT Operations



ICT Service Delivery Manager



ICT Service Delivery Lead



Service Desk Analysts

Department

**Information
Comms & Tech**



ICT Operations

Role Overview

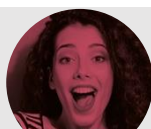
Lead the ICT Service Desk Analysts, to deliver an effective and efficient ICT Support function, in line with Your Housing Group's business objectives.

Lead the incident and problem management processes and aim to resolve and control the root cause of incidents.

RESPONSIBILITIES

- End to end responsibility for resolution of Incidents, Requests and Problems raised.
- Ensure requests made to ICT for advice and support, are accurately triaged, logged and prioritised.
- Ensure service desk analysts are picking up support tickets and working to close tickets within agreed SLA's, to minimise the time a ticket is open for.
- Ensure service desk analysts meet the quality requirements, ensuring the customer is kept up to date with progress and notes are made as appropriate on the ticket.
- Building relationships across the business to understand the needs of the business and build in improvements to the services offered by the service desk.
- Ensure the skills of the service desk analysts are continually improved and knowledge gaps are resolved across the team, including maintaining the ICT support knowledge base.
- Ensure required support is accurately forecast, and managing rotas to ensure adequate cover in and out of hours where required (system maintenance, project implementation & extended support)
- Manage and schedule resource for on-site visits across all YHG sites
- Provide direction, co-ordination of tasks and a Communication Plan for Major Incidents, retaining ownership and responsibility.
- Producing and acting upon management information, including SLA performance KPIs and reports to continually improve service quality.
- Support and configure the ITSM Tool, working with the 3rd party support partner as required
- Resolving and taking ownership for tickets as required to ensure customer KPI's are met.
- Working with 3rd party providers to resolve tickets where required and attend service reviews to

Our Values & Competencies



PASSION



PRIDE



CREATIVITY



ACCOUNTABILITY

Creating more places for people to thrive and be recognised as a sector leading landlord

improve performance.

- Working on projects that impact the service desk and require service desk resource
- Looking for ways to streamline and improve processes to maximise the effectiveness of the service desk team.
- Part of the Out of Hours On Call Support Team
- Undertake additional duties appropriate to the role and/or grade

STRENGTHS

- ✓ Proactive approach to continuous improvement.
- ✓ Ability to lead and deliver change and contribute to culture change successfully
- ✓ Strong verbal and written communication skills
- ✓ Excellent customer service skills, with ability to communicate at all levels
- ✓ Ability to manage time and priorities
- ✓ Positive attitude towards learning and development demonstrated by a record of continuing professional development

ESSENTIAL REQUIREMENTS

- ✓ Operational knowledge of Active Directory, DHCP, TCP/IP and DNS configuration
- ✓ Knowledge of Virtualisation
- ✓ Knowledge in utilising Cloud based technologies such as Azure and Office 365
- ✓ Operational experience of supporting VMware's Enterprise level vSphere, UEM, Horizon, ThinApp and AirWatch environments.
- ✓ Operational knowledge of maintaining and supporting Virtual Desktop environments
- ✓ Operational knowledge of maintaining and supporting VoIP Telephony systems
- ✓ Windows client application connectivity
- ✓ Using remote tool technologies to carry out remote support
- ✓ Using, managing and configuring Service Desk management software for managing incident, change and problem management/resolutions
- ✓ Manual handling of large amount of IT equipment
- ✓ Experience in providing Team Leader support for a technical service desk and supervising
- ✓ Experience of providing 1st and 2nd Line Support on a Technical Service Desk

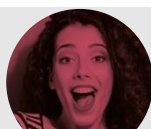
technical service desk analysts

- ✓ Experience in managing incident and problem management processes
- ✓ Ability to produce clear, well-structured reports which aid effective decision making
- ✓ Risk management
- ✓ Experience of leading & motivating multi-disciplined technical service desk team
- ✓ Experience in promoting an internal customer facing Service Desk and assisting in organisational change
- ✓ ITIL (IT Service Management) Foundation V3 or V4 /SDI

BENEFICIAL TO THE ROLE

- ✓ Functional knowledge of the Housing Sector
- ✓ Knowledge of Workspace ONE or Intune/Endpoint manager
- ✓ Knowledge of the Manage Engine suite of products
- ✓ VMware knowledge: vSphere 6 upwards, Horizon 7 upwards, App volumes, ThinApp, vRealize, Fusion, vCenter
- ✓ Structured Query language
- ✓ MCP (Microsoft Certified Professional)

Our Values & Competencies



PASSION



PRIDE



CREATIVITY



ACCOUNTABILITY

Creating more places for people to thrive and be recognised as a sector leading landlord