

ROLE PROFILE

Job Title: ICT Service Delivery Team Leader	Role Reports to: Service Delivery Manager	Business Function: Information Comms & Tech	Grade: E
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<p>Job Purpose:</p> <p>Manage the ICT Service Desk team to deliver an efficient and effective ICT support function to YHG and be a point of contact for all ICT related issues and requests.</p> <p>Assist the Service Delivery Manager in all aspects of day to day business, ensuring all incidents are tracked and key performance reporting is used to proactively improve service levels.</p> <p>Assist with the development of the service desk function and overall ICT team in line with ITIL best practice.</p>	<p>Key Competencies:</p> <ul style="list-style-type: none"> • Flexibility and Resilience • Meeting Customer Needs • Results Focus • Commercial Focus • Interpersonal Understanding • Problem Solving & Decision Making • Developing Others • Personal Learning and Growth • Building Relationships
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Key Responsibilities:

1. As part of the ICT Service Desk, providing a point of escalation for the Service Desk Team ensuring all requests made to ICT for advice and support from all sources are logged, prioritised, categorised and progressed to resolution in line with the Service Level Agreements and Operational Level Agreements whilst providing high levels of customer service.
2. Coaching and development of the day-to-day operations of the Service Desk Team.
3. Provide direction, co-ordination of tasks and produce a Communication Plan in Major Incidents, retaining ensuring ownership and responsibility.
4. Ensure appropriate supporting documentation is maintained and the ICT support knowledge base, is appropriately populated and administered, and clear concise documents are regularly created/updated by the Service Desk, in line with the changes in technology, policies and procedures.
5. Ensure that adequate phone, email, remote and desk-side support is forecasted by analysing statistical reports and ensuring adequate cover is available.
6. Assist the Service Desk Manager in promoting the Service Desk, communicating the mission, vision, goals and objectives of the service desk to the service desk team and the service desk customers.
7. Provide innovative ideas and continuous improvements for the Service Desk team.
8. Involved in new business ideas and projects, to ensure support arrangements have been identified and planned.
9. Provide the communication and support bridge between the ICT Service Desk and the internal ICT teams
10. Provide support outside the core hours for System Maintenance, extended support and implementation of Projects and Services and to be part of the Out of Hours On-Call support team.
11. Undertake additional duties appropriate to the role and/or grade.

	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> • Operational knowledge of Active Directory, DHCP, TCP/IP and DNS configuration • Knowledge of Virtualisation - VMWare, Hyper-V, Citrix • 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 	<ul style="list-style-type: none"> • Functional knowledge of the Housing Sector • Acronis True Image • VMware vSphere 6 upwards • VMware Horizon 7 upwards • vRealize Suite 7 • VMware App Volumes • VMware ThinApp • VMware vRealize • VMware Fusion • VMware vCenter • Workspace ONE • MDM – AirWatch • Structured Query Language

	Essential	Desirable
Skills	<ul style="list-style-type: none"> • 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 	
Experience	<ul style="list-style-type: none"> • Experience in providing Team Leader support for a technical service desk and supervising technical service desk analysts • Experience of providing 1st and 2nd Line Support on a Technical Service Desk • Experience of leading & motivating multi-disciplined infrastructure team • Ability to produce clear, well-structured reports which aid effective decision making • Risk management • Experience in promoting an internal customer facing Service Desk and assisting in organisational change 	



	Essential	Desirable
Qualifications/Education	<ul style="list-style-type: none"> • ITIL (IT Service Management) Foundation V3/SDI 	<ul style="list-style-type: none"> • MCP (Microsoft Certified Professional)

People Management Responsibility?	This role has line management responsibility, including coaching, development and performance management
Budgetary Responsibility?	This role has no budgetary responsibility.
Key Relationships (internal/external)	<ul style="list-style-type: none"> • Required to work closely with ICT Heads of Department and other members of ICT. • Collaborative working relationships with staff, managers, heads of service & directors in other functions. • Establishing, manage and maintain relationship with partners, contractors and vendors. • Able to support customers and board members as necessary.

Safeguarding of Children Young people and Vulnerable Adults

Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment.

As a Your Housing Group employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.

Key Role Performance Indicators

1. Ensure 95% of all tickets assigned are resolved within SLA
2. Ensure a minimum of 10 Knowledge base articles are created and published per month
3. To ensure all third party OLA's are met and any breaches are documented
4. Ensure that monthly reporting packs are created and reviewed on time.

Date Role Profile Created/Updated:	December 2018
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