

IT Service Desk Supervisor

Salary: Band 9, **£22,557 to £24,681** per annum pro rata for 22 hours (£37,937 to £41,510 FTE)

Hours: **Part time** (22 hours per week, Monday, Tuesday and Friday)

Contract: **Permanent**

The Service

The city helpdesk provides first point of contact customer services for multiple council services across channels, including face-to-face, telephone and via digital correspondence (including email, text, and social media, and managing online forms). The city helpdesk includes the main Portsmouth City Council (PCC) switchboard and Children's Social Care switchboard, main reception in the civic offices, more than 20 externally facing customer phone lines, cashiers and reception-based quick pay in the civic offices, corporate complaints, and the internally facing IT service desk, which incorporates first line and second line IT support for 3,500 staff via support analysts, and second line support via the support technicians.

What is the role?

The overall purpose of the IT Service Desk Supervisor role is to take responsibility for the operational management of the IT service desk support analyst function, based within the city helpdesk, that provides 1st and 2nd line IT support for council staff. The post holder is responsible for ensuring the effective management of IT incidents, problems and requests, with a clear focus on resolution at the first point of contact, managing and developing a team of IT support analysts, and effectively deploying staff resources to meet customer demand.

Working closely with colleagues in IT, the IT Service Desk Supervisor will need a good awareness and understanding of the IT strategy and, working with the corporate customer service manager will need to proactively ensure the service desk function is aligned to the strategy.

The IT Service Desk Supervisor will be responsible for the effective day to day operational management of the 1st line and 2nd line IT analyst support, ensuring the team operates efficiently, and resources are appropriately allocated to meet peaks and troughs in demand, and that incidents, problems and requests are effectively recorded and either resolved, or escalated appropriately and tracked through to resolution.

The IT Service Desk Supervisor will be responsible for ensuring efficient and effective policies and processes are established and maintained to support staff to record and resolve incidents, problems, and requests, with a focus on maximising resolution at the first point of contact. The post holder will also be responsible for

ensuring processes and procedures are in place to allocate work to other teams within IT, and for either making sure work is completed, or escalating appropriately.

The IT Service Desk Supervisor will be responsible for problem resolution, working with the IT Technical Support Supervisor and the corporate customer service manager, supporting and creating a culture of continuous service improvement. The post holder will ensure recurring issues are quickly and proactively identified and investigated, will empower the support analyst team to do the same, and will ensure either processes are developed to resolve, or issues are escalated to the appropriate place in IT for resolution. The post holder will be responsible for establishing and maintaining relationships with colleagues across IT, being proactive in understanding the potential impacts of projects and changes on the IT support team and proposing solutions to manage identified impacts.

The IT Service Desk Supervisor will be responsible for monitoring a range of data to support resource allocation and problem resolution and will provide a range of data and reports for various stakeholders. This will include establishing and maintaining approaches to capture customer feedback and creating action plans to improve the service for end users, working with the IT technical support supervisor and the corporate customer service manager.

The IT Service Desk Supervisor will be responsible for all aspects of staff management in relation to the IT support analysts, acting as team leader and providing all aspects of line management including staff inductions, supporting, and mentoring staff through 1-2-1s and PDRs, managing performance to ensure staff achieve targets around call quality and productivity, and managing sickness absence. The IT service desk supervisor would also be responsible for recruitment, working with the corporate customer service manager.

In line with all members of the wider city helpdesk management team, the IT Service Desk Supervisor will be required to take on responsibilities across the wider city helpdesk management from time to time to ensure peaks in demand are managed, managing the flow of incoming enquiries to minimise wait times.

From time to time, the IT Service Desk Supervisor will be required to take on operational duties to manage peaks in demand, for example staffing IT service desk customer service channels, and any other tasks as allocated by the corporate customer service manager.

You will manage people and be responsible for continuous service improvement, including:

- leading your team, establishing and maintaining a culture of continuous service improvement, ensuring performance is managed, and supporting staff to cross-skill across 1st 2nd and 3rd line support to create resilience
- all aspects of staff management for a team of IT support analysts, as directed by the corporate customer service manager, including induction, training, 1-2-

1s and PDRs, as well as ensuring training plans are in place, and delivering training where appropriate

- resource management of the support analyst team
- reporting from a range of data sources including customer feedback: using data and insight to improve service quality, manage performance and support problem resolution, and to provide reports to key stakeholders
- take proactive responsibility for problem resolution: ensure the team is effective in identifying and triggering the resolution of common and re-occurring incidents via the problem management process

You will manage operational activity, including taking on some operational responsibilities, including:

- ensuring delivery of effective 1st and 2nd line support (delivered by support analysts), ensuring all calls are managed to resolution, and transfers to 2nd line technical support and 3rd line support/external are clearly defined and tracked to resolution or escalated appropriately
- ensuring 1st and 2nd line calls are handled effectively, with appropriate quality assurance, that there is a focus on resolution at the first point of contact and calls are tracked to resolution
- leading on documentation, standards, policies, processes and procedures
- ensuring a wide variety of problems are resolved at the first point of contact, identify and deliver solutions and support staff to do the same
- ensuring problems are escalated following agreed procedures, contribute to procedures to ensure they are effective
- proactively identify change activity that is likely to impact on the service desk, including by attending IT change meetings but also through maintaining good stakeholder relationships with IT colleagues, and take steps to ensure the 1st / 2nd line analyst support is prepared and equipped to manage change

You will be responsible for managing the IT service desk management system (currently ASM) and for managing the IT service desk element of the contact centre platform (currently Storm), including:

- overall operational responsibility for all aspects of the service desk management system, including maximising benefit from the council's investment
- supplier/contract management, procurement working with corporate customer service manager
- analysing ticket data to identify trends, patterns and opportunities for improvement, reporting and making recommendations
- operational responsibility for IT service desk call queues and processes in Storm, including improving processes (working with the Storm customer process analyst) to maximise efficiency and connect online and offline interactions to support service desk channel shift

- operational responsibility for IT service desk digital transactions (via online forms to report issues, make requests, procure IT equipment etc - identifying opportunities for further automation utilising all appropriate tools and technologies - in line with the IT strategy
- analyse call logs (Storm), ticket data (ASM), and customer feedback (Storm) and bring together data from multiple sources to identify trends, patterns, and opportunities for improvement and make clear, evidenced recommendations
- produce reports for a range of stakeholders, including in the wider IT team, and provide statistical analysis to monitor service delivery and performance

Working Time Arrangements:

You will be required to participate in a team rota to cover the period between 8:00am and 5.00pm.

Who is the person?

You need to demonstrate tangible evidence of your proven skills, experience and success in the following areas:

1. Exceptional customer service, specifically in an IT context, including excellent written and verbal communications skills within the customer support context.
2. Managing staff within an IT service management/delivery context including the provision of service orientated KPIs, reporting & management information.
3. IT service delivery models (specifically ITIL).
4. IT Service Management systems.
5. Continuous service improvement.
6. Problem management.
7. Stakeholder engagement and management.
8. Operational support, installation and management across Microsoft/android Operating Systems, M365, Azure, Microsoft software delivery tools and Microsoft security models/architecture/tools.
9. Data and insight, reporting and analysis, report writing.
10. Report writing and record keeping demonstrating effective service delivery, service management, and achievement of service objectives/outcomes/SLAs/KPIs.
11. End user compute domain technologies supported by the organisation.
12. Triage of line of business application support.
13. Microsoft 365 (and related components).
14. Windows Administration (Active Directory, Azure Active Directory and related components).
15. Systems administration.
16. A relevant Microsoft certification or equivalent experience.
17. Identifying and solving complex problems.
18. CompTIA A+ Certification or equivalent knowledge.
19. Delivering ITIL-based service management solutions.

- 20. Implementing and following industry best practice for technical service delivery and support.
- 21. Providing fit for purpose customer solutions to time, quality and budget.
- 22. Creative use of resources to deliver outcomes.
- 23. Influencing positive outcomes by using your excellent negotiation and communication skills.
- 24. Leading by example to inspire staff and colleagues.
- 25. Producing and executing credible and feasible plans and solutions.
- 26. Delivering exceptional service in a customer facing role
- 27. Delivering outcomes in a high-pressure environment

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.

General Data Protection Regulation (GDPR)

As part of any recruitment process, Portsmouth City Council collects and processes personal data relating to job applicants. Portsmouth City Council is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations under the General Data Protection Regulations (GDPR).

Completing and sending an application in for a vacancy is your consent for us to process your data for the purpose of recruitment. Your data is not used in any other way and you can withdraw your consent at any point in the recruitment process and we will destroy or delete your information.

For more detailed information on what we collect, how we use, store, delete data and your rights you can access a privacy statement on our Job board.