

Service Desk Manager in IT Services (Directorate of Infrastructure)



Contents:

Brief summary of the role.....	3
Main purpose of the role	4
Main duties and responsibilities of the role	4
Role holder: essential and desirable attributes	6
Qualifications.....	6
Experience, skills, and knowledge	6
Personal attributes	7
Information about the University of Bradford.....	8
Values.....	8
Equality, Diversity, and Inclusion (EDI).....	8
Training	9
Health, safety, and wellbeing	9
Information governance	9
Criminal record disclosures and working with vulnerable groups	10
University policies and procedures	10

Brief summary of the role

Role title:	Service Desk Manager
Grade:	9
Vacancy reference:	
Faculty or Directorate:	Directorate of Infrastructure
Service or Department:	IT Services
Location:	University of Bradford campus
Reports to:	IT Service Delivery Manager
Responsible for:	Service Desk team
Work pattern:	Typical office hours: 36.25 hours per week, Monday to Friday
Possible adjustments:	We are open to any request for adjustments to support your needs for training and mentoring which would enable you to succeed in this role

Main purpose of the role

The provision of support services directly to users of the systems and services in the areas of:

- Technical
- Audio visual (AV)
- Telephony

Responsible for ensuring that support is delivered in line with both the IT Services and University strategy. Support typically includes first line investigation and resolution of issues, identifying trends, and root cause.

The Service Desk Manager is responsible for the timely delivery and support of these services through their team and is required to set the standard through training and performance monitoring.

Issues may be resolved by providing advice or training to customers, devising corrections (permanent or temporary) for faults, making general or site-specific modifications, updating documentation, manipulating data, or defining and delivering enhancements.

Main duties and responsibilities of the role

Note: The list below may vary to include other reasonable requests (as directed by University management) which do not change the general character of the role, or the level of responsibility entailed.

1. Lead the operational management of the Service Desk team, which includes the development of policies, processes and procedures, IT access controls, compliance matters, and key audits.
2. Work closely with the IT Service Delivery Manager in the development and exercise of capacity and capability planning to maintain the IT service for break / fix.
3. Work with the IT Service Delivery Manager to define and deliver analytics and reporting for IT Services, defining productivity outputs, and assessing team members against agreed targets.
4. Responsible for the development and maintenance of plans to support proposed change initiatives, taking into consideration developments in IT service provision, telephony, and related technologies.
5. Ensure the correct implementation of IT service standards, policies, processes, and procedures, proactively reviewing information in conjunction with service level



agreements to identify any capacity and capability issues and specifying any required changes.

6. Work with business users to agree and implement short / medium term modifications to demand.
7. Act as the escalation point for support incidents and problems escalated by subordinates or customers.
8. Evaluate business cases regarding maintenance, renewal, replacement, and rationalisation of all elements affecting all aspects of IT service delivery and making recommendations to the Service Delivery Manager.
9. Input into projects and programmes where IT Services expertise is required.
10. Take ownership of the technical strategy for the IT Service Desk, working with the IT Service Delivery Manager.
11. Ensure the Service Desk team meets the agreed service level definitions, including specific functional, accessibility, availability, performance, and security targets.
12. Provide professional leadership and line management to staff within the team, ensuring staff receive regular performance reviews, guidance on objectives, and development opportunities, ensuring they adhere to and exceed best practice in professional areas, and establishing working arrangements which encourage individuals to develop to their full potential.
13. Supplier relationship management and procurement relating to the IT Service Desk, working with the IT Service Delivery Manager to lead procurement, decision making, and deployment of service infrastructure.

Role holder: essential and desirable attributes

Qualifications

Essential	<ul style="list-style-type: none"> • A degree, professional or postgraduate qualification, or work experience to an equivalent level • ITIL v3 Foundation
Desirable	<ul style="list-style-type: none"> • ITIL Expert

Experience, skills, and knowledge

Essential	<ul style="list-style-type: none"> • Experience of delivering Service Desk aspects for operational requirements of IT service delivery within a complex organisation • Extensive knowledge and experience of troubleshooting a range of technologies and functional processes, including Microsoft products • Knowledge of working with both traditional and agile delivery methodologies • Proven experience of leading, motivating, and developing a customer facing service desk team within a large complex environment • Demonstrable ability to develop and deliver effective working relationships with immediate colleagues and a wider organisation community, within either traditional or matrix environments
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	<ul style="list-style-type: none"> • Substantial experience of managing stakeholders at different levels within an organisation, with the ability to negotiate and influence outcomes • Extensive experience of producing management reports from a service desk tool.
Desirable	<ul style="list-style-type: none"> • Knowledge of ServiceNow (service desk tool) • Demonstrated responsibility for asset management • Experience of writing technical documentation

Personal attributes

Essential	<ul style="list-style-type: none"> • A clear commitment to initiate and drive organisational customer experience, improving and specifying agreed service level agreements (SLAs) and key performance indicators (KPIs). • Ability to convey and interpret technical solutions enabling others to understand. • Ability to relate to staff at all levels, and credibility to operate at a senior level, internally and externally. • Ability to balance conflicting organisational requirements, negotiating time and resources to meet demand. • Ability to operate in a changing and uncertain working environment, demonstrating resilience, versatility, and being receptive and adaptable to accommodate new ideas and ways of working • Ability to promote a culture of high standards and quality and hold others to account for delivering high quality work
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Information about the University of Bradford

Values

We will be an organisation that embodies our values in everything we do. These values are:

- **Excellence** is at the heart of everything we do.
- **Trust** is the foundation of our relationships, underpinned by integrity in everything we do.
- We give invention light and celebrate creativity and **innovation**.
- **Inclusion** - diversity is a source of strength and must be understood, valued, supported, and leveraged.

Embedding these values across the University will shape our culture and drive our performance.

It is the responsibility of every employee to uphold the University values.

Equality, Diversity, and Inclusion (EDI)

The University of Bradford is widely recognised as an Equality, Diversity, and Inclusion (EDI) leading institution.

Our EDI vision is to bring about, and be recognised as an exemplar of transformational diversity, inclusion, and social mobility and emphasise the critical role of leadership in embedding intersectional EDI in order to make our diversity count and deliver impact.

It is the responsibility of every employee to act in ways that support equality, diversity, and inclusivity and to work within the spirit and detail of the law, including the Equality Act 2010 and the Human Rights Act 1998.

The University provides a range of services and employment opportunities for a diverse population. Employees will treat all students and colleagues with dignity and respect irrespective of their background.

Employees are responsible for ensuring the University develops a culture that promotes equality, values diversity, and supports inclusivity. This responsibility includes services and functions the University provides and commissions, to students, colleagues, partners in other organisations, visitors, and members of the public.

Training

Employees must complete any training that is identified as mandatory to their role. Training should be accessed locally by agreement with line managers and through the University's People and Organisational Development Service.

Mandatory training must be completed on commencement of the role, without delay.

Health, safety, and wellbeing

Health and Safety is a partnership between employee and employer each having responsibilities, as such all employees of the University have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. It is also the responsibility of all employees, that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

All employees have a duty to report any practice that you consider compromises standards of health and safety and risk. The Code of Practice on Public Interest Disclosure (Whistleblowing) details the process and advises on the protection from unfair treatment for an individual who raises such concerns.

Employees are required to co-operate with management to enable the University to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the University's undertakings.

Managers should note they have a duty of care towards any staff they manage; academic staff also have a duty of care towards students. As part of this you will need to ensure you are familiar with any relevant Health and Safety policies and procedures; seeking advice from the Central University Health and Safety team as appropriate.

Information governance

Employees have a responsibility for the information and records (including student, health, financial and administrative records) that are gathered or used as part of their work undertaken for the University. This may be in paper, electronic, or other formats.

An employee must consult their manager if they have any doubts about the appropriate handling of the information and records with which they work.

This means that employees are required to uphold the confidentiality of all data, information and records and to ensure they are recorded to appropriate data standards and

to the relevant electronic system or manual filing system in order to maintain their accessibility and integrity.

To support these requirements all employees must adhere to data protection legislation and the University's policies and procedures in relation to information governance and information security at all times.

Additionally, employees will be required, when and where appropriate to the role, to comply with the processing of requests under the Freedom of Information Act 2000.

All employees will be given the necessary training to enable them to adhere to these requirements.

Criminal record disclosures and working with vulnerable groups

Depending on the defined nature of your work and specialist area of expertise, your role may be exempt from the provisions normally afforded to individuals under the Rehabilitation of Offenders Act 1974. In these circumstances, the University may obtain a standard or enhanced disclosure through the Disclosure and Barring Service (DBS) under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended) and, in certain circumstances, the Police Act 1997.

Suitable applicants will not be refused positions because of criminal record information or other information declared, where it has no bearing on the role (for which you are applying) and no risks have been identified against the duties you would be expected to perform as part of that role.

During the course of your employment, you must notify your line manager if you are charged with a criminal offence (excluding motoring fixed-penalty convictions). Failure to notify the University of a criminal conviction could lead to withdrawal of a job offer where employment has not commenced, or disciplinary action for employees in post. All employees of the University who have contact with children, vulnerable adults, service users and their families must familiarise themselves, be aware of their responsibilities and adhere to the University's policy and procedures and the Safeguarding Vulnerable Groups Act 2006. Where appropriate, employees will be given the necessary training to enable them to adhere to these requirements.

University policies and procedures

The University operates a range of policies, procedures and formal guidance (available on the University intranet and ServiceNow). All employees must observe and adhere to the provisions outlined in these documents.