

# Job Description

Job title	Service & Support Manager	Date July 2022
Reports to (title)	Head of IT Operations	
Contract/Department	IT – Information Solutions	Revision
Location	Office based at Surbiton, Eastleigh, or Manchester or WFH with Regular Office Visits	1.0

## Job purpose

Describe the overall purpose of the job in two or three sentences.

- Manage the IT Service Desk Team to ensure first class delivery and support of IT services, operations, systems, and applications.
- Follow ITIL best practice to provide first and second line IT technical support to internal customers and stakeholders, against agreed SLAs.
- Provide solid leadership to team members in support of BAU workloads and projects.
- Demonstrate personal commitment and accountability to ensure standards are continuously sustained and improved within the IT teams and where necessary with suppliers.

## Duties/responsibilities/accountabilities/deliverables

List the main aspects of the job, with an emphasis on duties and responsibilities for junior roles, and accountabilities and deliverables for more senior roles.

This is a highly collaborative role that implements and manages quality services that meet the needs of the business, including:

### Service Desk

- Use the ITSM tool to review and actively reduce the number of open and aged tickets, identifying and addressing any repeating patterns with the Service Desk team in line with OLA targets.
- Ownership of the end-to-end delivery of services requested through the IT Helpdesk, including, requests for information, advice, changes, access to a services, provision of end user assets, etc to agreed KPIs
- Management of customer incidents lifecycle (logging, delegation, escalation and resolution) to agreed reported KPIs.
- Act as the main point of service escalation, actively seeking to resolve issues within the service teams.
- Active Problem Management to identify and address repeat incident, through the assessment of IT Service Management tickets, data and tools.
- Proactive communication with the wider EMCORUK business and customers during incidents or changes affecting IT systems or functions.
- Own and develop the ITSM System, tool set, service management processes and reporting capabilities in line with agreed KPI's.

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- Provide subject matter expertise to senior management and team members on relevant systems, industry standards and service management best practices.
- Creation of documentation, scripts, play-books, procedures and forms to support the operation of the department and for EMCOR UK.

## Management

- Manage a broad team of Service Desk and Support Engineers, ensuring their workloads and priorities are delivered to agreed KPI's.
- Management of the System Administration functions for all IT systems and to comply with Sarbanes Oxley Audit Requirements.
- Manage Field Engineer resources to commission and decommission customer sites in collaboration with other IT and broader EMCORUK business functions.
- Resource management of the IT Support Teams including holidays, sickness, absence and return to work interviews.
- Seek to identify opportunities for the team to support or "shift left" technology responsibilities where appropriate.
- Scheduling of appropriate IT team members to cover the EMCOR UK's support requirements both in and outside of core hours (out-of-hours support / on-call).
- Management of end user device and peripheral stocks in collaboration with the Asset Manager and key suppliers.
- Management and distribution of mobile, computing, & software assets in collaboration with stock vendors, based on approved requests from the business.
- Proactively collaborate with Management level peers in the support of quality services and delivery of project initiatives.

## Governance

- Support the strategy and delivery of the IT environment and services, working collaboratively with the business, Business Partners and other technology teams.
- Creation of monthly performance reporting to evidence ongoing service delivery, capacity management and process improvements.
- Creation and maintenance of customer workflow documentation, providing support to users on how technology is used.
- Develop and manage business relationships within IT, external business stakeholders and third-party suppliers to best support the business and represent the company's interests.
- Build and manage the team, ensuring successful continuous service improvement (CSI) of IT support capabilities through prioritisation and delivery of change and operational management.
- Working collaboratively with other technology managers to take advantage of new technical innovations, used as a catalyst for driving change with key business sponsors.
- Communicating and disseminating information across the team and department, being enthusiastic about new possibilities and technologies on offer and encouraging their adoption.
- Contributing to business continuity and disaster recovery planning and actively taking part in any IT DR exercises.

[Including other related or reasonable requests required to manage and support the role or EMCORUK business practises]

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## Resource responsibilities

Indicate the typical number of direct reports, financial responsibility, control over subcontractors and any responsibility for assets, systems or outsourced services.

- Direct or indirect reports – An extended capability team of Service Desk, Desktop Support and other supporting Staff
- Financial responsibility – None.
- Management and administration of all supporting ITSM systems, consoles and service monitoring tools.
- Reporting of all IT Service related performance KPI's.
- Management of service related suppliers and their performance.

## Person specification

Describe the knowledge, skills, qualifications, personality and experience required for the job.

### Knowledge

- A proactive and “can do” approach is key to the successful outcome for the department and this role.
- Deep understanding of ITSM principles, concepts, process workflows and procedures.
- Excellent troubleshooting skills and effective verbal and written communication skills with the ability to effectively interact with all stakeholders including senior leadership.
- Ability to communicate complex technical information to non-technical customers.
- Managerial experience in leading a team of multi-capability service desk analysts and desktop level support functions
- Experience of creating KPI focused status reports for senior stakeholders.
- Demonstrated experience and understanding in computer hardware, operating systems functions and components.
- Experience of implementing new initiatives or driving through process change and new ways of working.
- Ability to balance multiple priorities simultaneously with the ability to adapt to the changing needs of the business whilst meeting deadlines.
- Experience of large, complex organisation's with enterprise wide use of IT.

### Qualifications / Experience

- Experience of corporate ITSM toolsets, consoles, their supporting processes.
- ITIL Foundation accreditation
- ITIL Practitioner Capabilities V3 / Specialist V4 accreditation (Change, Incident, Request and Problem management)
- Experience leading team, group and department meetings on service related subjects.
- Experience of supported client systems, providing mentorship and guidance to team members.

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- Working Knowledge of standard Microsoft management tools: Active Directory, Group Policies, Security Groups, etc.
- Proven technical ability in End-User computing in a complex multi-system environment, including Microsoft desktop and applications experience, familiar with multiple makes/models of desktops and laptops and be able to troubleshoot hardware.
- Experience in the management or procurement of hardware, software and licenses for Microsoft (esp. O365), Oracle, Adobe etc
- Experience of supplier and vendor management.

## Other factors relevant to the job

Enter any additional information which the job holder would need to know, for example: requirement for UK-wide travel, shift patterns, night working, call outs etc.

- The role operates a hybrid working model, supporting the service desk on site in the Surbiton Office a minimum of 2 days a week.
- The role may require occasional travel to and from EMCORUK main offices and customer locations throughout the UK and Ireland from time to time.
- SC clearance or above may be required for this job.

Line Manager <i>Signature</i>	
Print Name	
Date	

Job Holder <i>Signature</i>	
Print Name	
Date	

FOR HR USE ONLY:

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<i>Job Grade</i>		<i>EMCOR Competency Level</i>		<i>Training Profile UTC</i>	
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