Job Description

Job title	Head of IT Customer Support	Date Jan 2025
Reports to (title)	IT Director	
Contract/Department	IT	Revision 1.0
Location	Surbiton 2/3 days a week	

Job purpose

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

The Head of IT Customer Support will take ownership and accountability of the IT support team, undertaking the daily tasks needed to facilitate the smooth running of all aspects of IT support. Line management of the 1st & 2nd line technical support teams, along with elements such as 3rd party management, financial management and strategic decision making, are all key aspects in the successful delivery of the position. This role is pivotal to the successful management and daily running of the EMCORUK wide IT estate.

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.

- Lead and manage the IT customer support team, ensuring the delivery of exceptional service across various support channels (phone, email, portal, ticketing system).
- Develop and implement customer support strategies, processes, and best practices to enhance customer satisfaction and operational efficiency.
- Oversee the resolution of complex technical issues, ensuring timely and accurate solutions to both internal and external customers.
- Establish and monitor key performance indicators (KPIs) for the customer support team, including response times, resolution rates, and customer satisfaction metrics.
- Design and implement processes & policies for the organisation, aligning with overall business strategy and objectives.
- Drive continuous improvement initiatives to optimize customer support workflows, tools, and resources.
- Collaborate with Infrastructure, Business Systems and Information Security teams to identify recurring issues and proactively address potential problems.
- Provide leadership, coaching, and mentorship to the support team, promoting a culture of professional development and teamwork.
- Act as the escalation point for complex or high-priority customer issues, ensuring a swift and effective resolution.
- Maintain and update knowledge base content, ensuring accurate and up-to-date information for both customers and support agents.
- Analyse customer feedback, support trends, and system performance data to drive improvements in product and service offerings.
- Strong leadership experience, including hiring and mentoring talent, skills evaluation, succession planning, skills development, ensuring productivity and engagement.
- Design, implement, and maintain the Service Desk and Desktop technology roadmaps with senior management.
- Oversee the implementation, delivery and administration of IT systems, services, and technologies.

- Work with senior IT leaders to drive adoption of modern technologies and processes to create efficiencies in maintaining IT systems
- Responsible for defining and implementing reports across all IT support activities, inc. the development and production of Power Bi dashboards to aid ticket management.
- Actively participate in the design of information and operational support systems, remaining fully engaged in hands-on implementation.
- Own the starters, movers & leavers processes, ensuring all aspects are followed in an accurate and timely manner, paying particular focus to the aligned asset management processes
- Own Desktop software and hardware asset management, ensuring compliance with best practice, accreditation requirements and licensing laws.
- Handle escalations as appropriate
- Coordinate internal IT teams and other third-party support vendors to resolve complex issues
- Lead the configuration of our new ITSM system (ServiceNow) in Q1
- Provide leadership in driving forward new and existing IT department projects, demonstrating an ability to work efficiently within tight deadlines.
- In conjunction with the Head of Information Security deliver a comprehensive assurance framework for the Service Desk and Desktop environments, recognising the regulated nature of the business and parent organisation
- Engage and participate in the change management process for all IT systems, ensuring proper planning, testing and communication of changes
- Develop and maintain IT disaster recovery and business continuity plans to minimise disruptions, ensuring resilience of critical systems & operations in the event of unforeseen emergencies.
- Experience in vendor selection, management and contract negotiation for IT services, hardware, and software procurement.
- Manage budgets and resources for the customer support function, ensuring cost-effectiveness while maintaining high service levels.

Resource responsibilities

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

- Direct reports – 9
- Financial responsibility – PO raiser and budget contributor
- Extensive Management of multiple 3rd party providers

Person specification

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

- Proven experience in IT customer support, with a track record of managing support teams and delivering excellent customer service in a technology-driven environment.
- Strong technical understanding of IT systems, software, and services to guide your team in resolving complex technical issues.
- Exceptional leadership and team management skills, with the ability to motivate, mentor, and develop high-performing support teams.
- Excellent communication and interpersonal skills, with the ability to engage and build relationships with customers and internal stakeholders.
- Analytical mindset with the ability to assess data, identify trends, and implement improvements based on customer feedback.
- A customer-first mentality, with a passion for delivering outstanding service and exceeding customer expectations.
- Strong problem-solving abilities and the capacity to handle high-pressure situations with professionalism.
- Lead by example fostering a hands-on approach to problem solving & solution implementation.
- A collaborator across all levels and willingness to get stuck in when needed!
- Experience and knowledge of programme and project management skills, producing business cases and delivering multiple projects
- Experience with end-to-end governance and structures required to ensure success within a fast-paced team and environment
- Relevant certifications or training in customer support, ITIL, or service management are a plus

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.

N/A

Line Manager Signature	
Print Name	IT Director
Date	13/01/2025

Job Holder Signature	
Print Name	
Date	

FOR HR USE ONLY:					
Job Grade		EMCOR Competency Level		Training Profile UTC	