

Job Description

Job Title:	IT Team Leader Service Digital & IT
Division:	Digital & IT
Reports to:	IT Team Manager
Direct Reports:	Digital Advisor Service Digital & IT Intern Service Digital & IT
Main Interfaces:	Whole Digital & IT Department Internal Company Project Teams Wider Axis business

Overall Purpose

A position has become available leading a busy Service Desk as part of a small internal IT department. The successful candidate will need to be highly organised, have excellent administration skills, with a keen eye for detail and a passion for providing excellent customer service.

The Service Desk deal with a wide variety of issues across multiple platforms and bespoke software packages. Support is currently provided primarily via digital platforms/telephony to over 850 users, although face-to-face support and desk visits are common. This is a customer-focused role providing first-line support to a wide variety of users, from standard users and mobile operatives up to Director level.

This role is ideal for someone with a strong administration and process driven background, experienced with providing an exceptional level of customer service and able to communicate with a wide variety of users.

Key Tasks / Activities / Responsibilities

- Day to day management of the Service Desk
- Managing a team of 3 Digital Advisors providing 1st line support to the business
- Providing cover for the Service Desk where required for example during busy periods and during team member absences.
- Managing IT hardware including purchasing, building, issuing and retrieval of devices. Accurately recording all information relating to hardware
- Ensuring logged issues are responded to and resolved within agreed SLAs
- Daily, weekly and monthly reporting on cases and calls received including producing KPIs
- Managing, logging and allocating IT forms that are received, challenging requests that do not adhere to published policies
- End-of-day sweeping of cases received ensuring all have been responded to and actioned as per agreed processes
- Monitoring progress of open cases ensuring timely updates are provided
- Ensuring users' are kept up to date at all stages of their calls
- Regular auditing of completed tasks to ensure processes are being adhered to 100% of the time
- Management of Service Desk team rota, annual leave and absences
- Producing, updating and reviewing IT & Corporate policies and processes
- Continually identifying areas for improvement, with a focus on increasing efficiency
- Communicating information to the wider business, for example updated policies, issues and outages.
- Undertaking small elements of project management for changes relating to the Service Desk
- Working closely with the Digital Team on projects and testing system updates
- Liaising with service providers
- Escalating issues to 2nd/3rd line where necessary
- Providing liaison function between 1st and 3rd line support and the Digital Team
- Upskilling the Digital Advisors
- Ensuring compliance with IT Security Policies

Person Specification

Key Knowledge

Microsoft Office 365
Working knowledge of Windows 2003 and above, including Active Directory
Working knowledge of Windows 7 and Windows 10
Knowledge of Android and Apple devices
Knowledge of Citrix (desirable)
Knowledge of Microsoft Lync / Skype for Business (desirable)
ITIL Foundation (desirable)
Experience working with Microsoft Dynamics (desirable)

Key Skills

Administration
Highly organised
Keen eye for attention to detail
Exceptional customer service
Communication skills
Good telephone manner
Good level of written English
Ability to work under own initiative

Key Experience

Administration and Organisation
Leading a small team
Customer-facing roles
Previous service desk experience (desirable)

Other Key Information

All staff have a personal responsibility and accountability to Axis to ensure that their day to day activities adhere to the Sustainability Policy Statement and Plan and minimise the impact upon the environment.
It is the responsibility of all staff to ensure that their day to day activities embrace sustainability and reduce the impact upon the environment by minimise waste and maximise recycling; saving energy; minimise water usage and report any electrical faults, water leakage or other environmental concerns to the facilities or line manager.

I have read and understood the provisions of this job description.

I understand that this document forms part of my employment and I hereby confirm my agreement with its provisions.

Name:

Signature:

Date: