

## Job description - IT Support Manager (PB4)

### Job summary

As IT Support Manager, you will be responsible for a team of IT support professionals, continuing to evolve our support and capabilities to new level of excellence.

This role presents an exciting opportunity to help us shape, mature, lead and manage our IT support team. We have a user base exceeding 2000 people supporting a broad range of end-user/client-side hardware, software and systems.

We have ambitious plans for our IT Support Team so this is an exciting opportunity to build and develop a team to a new model and close integration and full support of our IT Team. We are looking for someone who can truly inspire, lead and develop an enthusiastic team. We have a new IT Service Management system and plan to take our support nationally to our colleagues across England.

Reporting to our IT Service Operations Manager, we need someone who is honest, trustworthy, inspiring and motivating; able to guide, lead, and manage your team brilliantly. But you will need to roll your sleeves up and get stuck in too. You will be overseeing a team responsible for all aspects of technical and end-user support. You will be helping us build a service the organisation needs and delivery support as good as it possibly can be.

You won't be doing this alone; you'll be supported by a national IT team of skilled professionals. You will have opportunities to get involved in exciting IT initiatives to deliver modern transformation projects at the local and national level.

### Key work areas: responsibilities & accountabilities

Technical support management and delivery:

- To manage the Support Team and Service Desk including managing the team priorities and schedules to ensure service coverage, overseeing the maintenance of service information and reporting from the service desk tools, and seeking to continually improve the service provided. This broadly includes the following:
- Drive service quality. Actively working with the wider department to deliver change and improvements to the IT service for the benefit of the organisation, with particular focus on the IT Support function. Foster and promote Continual Improvement principles.
- Overseeing effective monitoring, management and triaging of tickets and requests. Strong problem determination skills, ensuring issues, problems, and tasks are accurately assessed and assigned to the appropriate skill set, facilitating quicker and more effective resolution.
- Ability to drive process improvements and automation initiatives. Use data and reporting to make decisions, present insights and build trust, leveraging performance metrics, customer feedback and analytics to improve operations.
- Managing BAU use of the IT Service Management system (Halo ITSM).
- In collaboration with others, effective and efficient procurement and asset management of hardware and licenced products and services.
- Ensuring documentation libraries and knowledge bases are maintained.

- Overseeing equipment supply and ensuring stocks are well managed and fully utilised throughout lifecycle.
- Stay abreast of all technology plans, projects and change; and support effective, efficient and rapid deployment and adoption of technologies into support. Leading and ensuring Service Desk involvement in IT projects. Project managing Service Desk change and projects.
- Self-confident with the ability to transmit appropriate messages to appropriate audiences. Professionally representing IT department and undertaking engagement activities alongside or as directed by the IT Service Operations Manager and IT Business Partner.
- Championing, and taking accountability for, the performance of the IT Support team. Regularly reporting into the IT Leadership team, and actioning any requirements resulting from this.
- Working with our IT Security, Risk and Compliance team; contributing ideas to reduce vulnerabilities in team process and procedures. Maintain and ensure strong security and risk awareness is engrained in the team through interactions, activities and training.
- Ensure that the Support team are familiar with security and information management policy and processes, following and enforcing/escalating where required.
- Involvement in Incident Management and Disaster Recovery.

Team, line management, and personal development:

- Develop a high performing team to support the needs of the organisation and IT department; and ensure best service and support is achieved, maintained, and available at all times.
- You will be a charismatic, inspiring, motivational, supportive and present leader and manager; able to deliver and promote continuous improvement underpinned by a culture of wellbeing and resilience through healthy and effective practices, communication, and guidance.
- Plan and oversee team learning and development.
- Team and incident escalation point.
- Working to integrate the Support team closely into the wider-IT team and organisation.
- Building strong relationships with colleagues in IT and across the organisation.

#### Location-Specific Information (optional)

This role will be full time Bristol office-based initially, with agreed blended working of 1 to 2 days home based once established in the role.

The support team will become nationally spread, so you must be willing and able to travel regularly to sites across England with some overnight stays. Every week will likely be different so flexibility to mix office, home and travel will be necessary.

You will also be expected to be part of a weekend/public holiday on call rota with your team and others from across the IT department.

Other infrequent out of hours work may be required from time to time, e.g. supporting resolution of incidents.

#### Person Specification: Skills, knowledge & experience

### Essential Professional and Technical experience

- Experience of successfully managing a high performing geographically spread IT support team.
- Strong experience of IT Service Management and appropriate framework alignment and standards, e.g. ITIL and underpinning processes and practices.
- Experience working with “third line” level colleagues and IT vendors, suppliers and partners on technical issues and escalations.
- Contract management, as/when required.
- Experience of Change Management.
- Experience of supporting the deployment of new systems, services, and equipment.
- Technical experience of:
  - Microsoft 365 Enterprise administration (Entra, Office, Teams and other Microsoft cloud-based services) to a “second-line” standard.
  - Aware of modern IT security principles and best practices.
  - A working understanding of functional networking principles (TCP/IP, DNS, DHCP) and physical network connectivity (e.g. Wi-Fi, cabling and switches).
  - Hands-on support and client-side troubleshooting of end user devices including Windows 11, MacOS, iOS, Android, print MFD and telephony.
  - Practical experience of IT Service Management tools, using them for reporting and managing workloads and staff time.

### Desirable Professional and Technical experience

- Knowledge and use of Mobile Device Management tools (e.g. Intune, Jamf) and asset management tools (e.g. Lansweeper) with an understanding of managed device configurations.
- Practical experience of using Halo ITSM
- Experience of working within a Major Incident Management and Disaster Recovery team and knowledge of the processes involved.
- As a guide you will be an inspiring, engaging, approachable, enthusiastic, and capable IT professional and team player. Someone with a genuine interest in IT and demonstrating a strong focus on people skills, accountability and pride in your work. Working within defined policy and process where required but also comfortable working under own initiative, managing your own workload and working across other teams to solve problems effectively is essential. You will be a strong communicator and able explain technical matters in plain language. Able to understand and communicate staff issues back to the wider IT team. Highly must be organised, with excellent attention to detail and a proactive and pragmatic attitude.

### Qualifications

#### Essential

- Appropriate work experience in an enterprise IT environment.
- Full driving license and ability to travel frequently to other sites/districts.

#### Desirable

- Degree or equivalent IT qualification.
- Relevant Vocational Qualifications (e.g. ITIL Foundation).

