



**LONDON BOROUGH OF MERTON**

**Corporate Services DEPARTMENT**

**JOB DESCRIPTION**

**POST TITLE: IT Customer Support and Services Manager**

**Grade: MGA**

**DIVISION/SECTION: Infrastructure and Transactions Division / IT Service Delivery**

**Location: Merton Civic Centre or any other location as required**

**Responsible to: Head of IT Service Delivery**

**Responsible for: Directly manage 8, Indirectly manage 8, Deputising for Head of IT Service Delivery 35**

**Post number:**

**Date: September 2014**

**1. MAIN PURPOSE**

In line with IT industry's best practice provides a single point of contact for the users for all new and changed services, incidents and problem management; negotiates defines and manages customer and supplier agreements; processes service requests in line with ITS procedures and agreed service level agreements.

Responsible for the effective operation of the financial and administrative processes in the section, including ordering and invoice queries.

Responsible for the management of procurement processes for the section.

Ensuring procurement is managed in line with the Contract Standing Orders for the Council and the maintenance and monitoring of contracts up to £250,000.

Leads on the strategic direction of Software and Hardware Asset Management, ensuring the tracking and recording of IT assets and management of software licence compliance.

Responsible for the effective provision and use of processes to manage changes to the information and communications technology environment and systems.

Responsible for the effective provision of corporate system project training.

Works in a position of constant change and management of conflicting priorities and deadlines.

Undertakes work at a high level across a range of specialist disciplines including support, hardware and software asset management, project training and system administration

Leads in the implementation of the ITIL framework to underpin good practice.

Manages a budget of support and maintenance contracts, value of the budget up to £250,000 and the staffing budget.

## **2. MAIN DUTIES AND RESPONSIBILITIES**

### **Team Leadership**

Plans, co-ordinates and manages a team of officers carrying out a number of different activities.

Provides effective leadership to the team, providing strategic vision and direction.

Takes appropriate action where team performance deviates from agreed tolerances.

Prioritises and allocates workload amongst team members, responding quickly to operational requirements and re-prioritising as necessary.

Undertakes appraisals and regular one-to-one meetings with team members.

Identifies development needs and provides coaching to develop the skills and knowledge of team members.

## **Asset Management**

Promotes the continuing economic and effective provision of services, ensuring that all changes to assets and services are appropriately and accurately controlled and recorded.

Provides information and advice on issues such as maintenance of hardware assets, licensing of software, protection of intellectual property, and legal obligations.

Promotes awareness of and commitment to asset control, ensuring that consequences of decisions to obtain, change or continue the possession or use of an asset, system or service are appropriately understood.

## **Creativity and Innovation**

Undertakes work which requires creativity and innovative input in a number of activities and a range of expertise.

## **Change Management**

Sets the organisation's policy for the management of change in live services and test environments, and ensures that the policy is reflected in practice.

Influences senior level customers and project teams through change management initiatives, ensuring that the infrastructure is managed to provide agreed levels of service and data integrity.

Agrees changes to be made and the planning, implementation and communication of IT changes across the organisation.

## **Relationship Management**

Carries out day-to-day management of the client services function. Defines service levels for client services staff and monitors performance.

Takes responsibility for specification, agreement and application of client services standards and for the resolution of clients' service problems.

Develops and maintains one or more defined communication channels and/or stakeholder groups, acting as a single point of contact.

Gathers information from the customer to understand their needs (demand management) and reviews to ensure that the right resources are available.

Facilitates open communication and discussion between stakeholders, using feedback to assess and promote understanding of need for future changes in services, products and systems.

Maintains contact with the customer and stakeholders throughout to ensure satisfaction. Captures and disseminates technical and business information.

### **Financial Management**

Monitors and manages IT expenditure for the section, ensuring that all IT financial targets are met, and examining any areas where budgets and expenditure exceed their agreed tolerances.

Assists with the definition and operation of effective financial control and decision making, especially in the areas of service, projects and component cost models and the allocation and apportionment of all incurred IT costs.

Responsible for budgeting, estimating, planning and objective setting for contracts up to £100,000.

### **Performance Management**

Plans and manages implementation of processes and procedures, tools and techniques for monitoring and managing the performance of automated systems and services, in respect of their contribution to business performance and benefits to the business, where the measure of success depends on achieving clearly stated business/financial goals and performance targets.

Monitors performance and takes corrective action where necessary.

Uses network management tools to determine network load and performance statistics.

Provides reports and proposals for improvement to specialists, users and managers.

Ensures quality reviews occur on schedule and according to procedure.

Manages the change control procedure, and ensures that project deliverables are completed within planned cost, timescale and resource budgets, and are signed off.

Ensures that service delivery is monitored effectively and that identified actions to maintain or improve levels of service are implemented.

Reviews service delivery to ensure that agreed targets are met and prepares proposals to meet forecast changes in the level or type of service.

## **Operations Management**

Provides technical expertise to enable the correct application of operational procedures.

Contributes to the planning and implementation of maintenance and installation work.

Identifies operational problems and contributes to their resolution, checking that they are managed in accordance with agreed standards and procedures.

Ensures that appropriate action is taken to anticipate, investigate and resolve problems in systems and services.

Ensures that such problems are fully documented within the relevant reporting system(s). Coordinates the implementation of agreed remedies and preventative measures. Analyses patterns and trends.

Ensures that the inventory of components to be supported is complete and current. Drafts and maintains policy, standards and procedures for the Service Desk and incident management. Schedules the work of service desk staff to meet agreed service levels.

Ensures that a catalogue of available services is created and maintained and that service level agreements are complete and cost effective.

Ensures that operational methods, procedures, facilities and tools are established, reviewed and maintained. Negotiates with relevant parties in respect of disruptions and major amendments to the provision of services.

Reviews operational policies and procedures and makes recommendations for change, managing the implementation and dealing with any implications of the change.

## **Learning & Development**

Manages the provision of learning and development, ensuring optimum use of resources.

Maintains, publicises and promotes catalogue of learning and development activities.

Arranges facilities and schedules with learning and development providers as appropriate.

## **General**

Works in accordance with Merton's Equal Opportunities, Health & Safety, Data Protection and other relevant policies and legislation.

Acts as a role model for the fair and respectful treatment of others, actively challenging discrimination and disrespect where necessary.

Deputise for the Head of IT Service Delivery as required.

Any other duties commensurate with the grade of the post, as may be required from time to time

**September 2014**



**LONDON BOROUGH OF MERTON**

**Corporate Services DEPARTMENT**

**PERSON SPECIFICATION**

**POST TITLE: IT Customer Support and Services Manager**

**Grade: MGA**

**Knowledge Experience and Skills**

- Has proven knowledge of all aspects of the IT Services environment and related activities.
- Has set up a Service Desk function, KPI's, and problem management.
- Has managed first and second line support.
- Can demonstrate and ability to meet targets and deliver a high level of customer support and satisfaction.
- Understand hardware and software asset management and requirements of compliancy.
- Has practical knowledge of configuration management of systems, including the monitoring of strengths and weaknesses.
- Provides training, advice and guidance to less experienced staff.
- Represents the Support Services on the Technical Design Authority when required.
- Ability to deputise for the Head of IT Service Delivery as required.
- Is able to obtain information from business people in face to face situations, and to analyse information on users' occupational tasks obtained by a variety of formal and informal means.
- Is effective and persuasive in both written and verbal communication at all levels and is able to ensure that advice regarding the technical specialism is acted upon.
- Excellent organiser of time and tasks.
- Proficient in project quality and risk management, coordination and planning.
- Demonstrates the special leadership skills needed to handle innovation and change resulting from the implementation of new information and communications technology solutions.

- Is expert in the methods and techniques for eliciting the context of use, user needs, analysing context of use and generating user requirements.
- Has gained experience of achieving results through effective team leadership and through the planning, control and formal review of IT projects.
- Has the personal presence and track record to communicate effectively and maintain respect from staff at all levels either verbally or in writing.

### **Understanding and Aptitude**

- Ability to switch quickly between different levels of thinking to see bigger picture.
- Can evaluate new ideas and opportunities objectively.
- Has broad practical understanding of the activities of the employer or client and appreciates the importance of the client service task within the business.
- Knows own organisation's policy framework, management structures and reporting procedures.
- Is able to recognise potential assignments outside own areas of specialisation and bring to bear appropriate expertise as necessary
- Has a systematic, disciplined, analytical and creative approach to problem solving.
- Has an extensive understanding of relevant financial principles and procedures including cross charging, both internal and external, to the organisation.
- Pays attention to detail and has good interpersonal skills.
- Has substantial experience of dealing with users, specialists and service providers.
- Familiar with employer's customer facing organisation and understands the products and services offered.
- Demonstrates good working knowledge of own organisation's policy framework, management structures and reporting procedures for the configuration management environment and evidence of practical involvement in all stages of the information system's life cycle, from feasibility through to support.
- Possesses a broad understanding of business and business activities, understands the significance of commercial constraints and has a deep understanding of user aspects of interactive systems.
- Has sound commercial, organisational, time management, negotiation and staff management skills.
- Proficient in methods and techniques for negotiating and managing contracts for the supply of IT products and services.
- Understands standard contracting procedures within own organisation.

### **Training and Qualifications**

- Degree or equivalent in IT
- ITIL Practitioner or Service Manager



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