

Job Description

Job Title: IT Service Operations Specialist

Reports to: IT Service Operations Manager

Salary: £24,056 to £29,108

Location: Primary Location – West Midlands (Oldbury) - covering Midlands and the North, travel expected.

Purpose : Working within the IT Service Operations team, as an extension to the support team to ensure employees working across all physical and remote sites are able to work effectively.

Main Duties and Responsibilities

- Ensuring all Incidents and Service Requests are accurately identified, categorised, prioritised, and managed.
- Work with the Team Leader and Service Desk Manager to agree the timing of site visits on a job allocation basis, based on service requests/incidents, project activities or health checks
- Provide hands-on or remote ICT support across all Shaw Trust group offices.
- When required, travel to different offices across the Shaw Trust Group to provide ICT assistance and resolve ICT hardware and software issues.
- Provide hands-on support to install and decommission sites across the Shaw Trust group.
- Work with the Service Process and Transition team and Delivery team to ensure that all technical documentation relating to new sites and services is recorded in the relevant service management toolsets and periodically reviewed and updated (via the group change control process)
- Carry out onsite work in line with established change control and configuration management processes
- Periodically carry out planned site 'health check' visits to ensure IT infrastructure on site is in good working order and setups/configurations match the signed off and documented configuration contained in the relevant service management toolsets
- When not at site, to cover busy periods/annual leave or lunch periods, to participate in the support and resolution of inbound incidents and service requests via the contact centre

- Work with colleagues across the Service Operations and Infrastructure teams to determine how best to deal with ICT issues quickly and efficiently.
- Work with the Support Team Leader to address assigned support calls.
- Work with Service Operations colleagues to share knowledge and support them on call progress and where appropriate share advice on how best to address different types of support calls.
- Will be required to participate in the provision of standby and on-call service.

Service Operations

- Delivering against agreed objectives, KPIs and SLAs.
- Collaborating with the wider operational, account and 3rd party teams to resolve incidents and service requests.
- Identifying and owning continual service improvement, opportunities, and initiatives.
- Identifying, owning and escalating operational risks and issues.
- Collecting and analysing data with which to contribute to management information.

- Supporting Team Leaders with quality management and customer satisfaction activities and escalation management.
- Drive behaviours and culture to make the Service Desk the single source of service delivery for the company.
- Ensure customer incidents that occur across the Shaw Trust services & products or involve multiple 2nd line groups and 3rd Parties are coordinated so that the customer receives a consolidated response from the BTIS department.
- Monitor and manage service request queues (participating in escalated calls as needed).
- Review ticket updates to ensure accurate notes on the current status and closure reports are clear.
- Work with the BTIS Leadership to promote a 'One Team' culture across the Shaw Trust group recognising all suppliers as group suppliers.

Escalation Management

- Advise BTIS leadership on situations that may require additional client support or escalation.
- Escalate to 2nd and 3rd line support teams and partners, informing the teams of P1/P2 incidents.

Communications and Major Incidents

- Ensuring major incidents are identified and announced correctly to the Service Operations Management team.

Problem, Change and Root Cause Management

- Work with service owners to determine the root cause of issues and communicate appropriately to internal and external customers.

Customer Experience & Improvement

- Interact with internal and external customers at all levels of the organisation.
- Interact with external suppliers to improve efficiencies and services.
- Ensure that customers receive timely updates on incidents.
- Review customer and survey feedback to improve services.
- Keep confidential all client and company proprietary information.
- Always looking for opportunities for improvement.

Other

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.
4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.
5. The Trust has a Diversity and Inclusion Policy, and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
6. To maintain the confidentiality about clients, staff, and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.
7. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust's risk management arrangements.
8. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
10. Recycle and manage energy within your environment in line with Shaw Trust's Strategic aim to adopt green approaches and become carbon neutral.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.

<p>Person Specification</p> <p>Job Title:</p> <p>(E=Essential D=Desirable)</p>
<p>SKILLS AND CORE COMPETENCIES</p>
<p>Technical competency (qualifications and training)</p> <ul style="list-style-type: none"> • ITIL v3.0 Foundation (D) • Excellent knowledge of systems, software, technologies, communications, and suppliers to support business needs with an emphasis on Microsoft based products (E) • Familiarity with Windows desktop OS and Office 365. (E) • Familiarity with a broad range of hardware including printers, tablets, mobiles, and laptops. (E) • An understanding of Citrix thin client technology, Secure Gateway and XenApp. (D) • General understanding of Wide Area Network technology. (D)
<p>Experience</p> <ul style="list-style-type: none"> • Demonstrative experience working as a field engineer resolving issues with both hardware and software. (E) • Previous IT and/or Telecoms Service Desk experience (E) • Extensive experience in improving customer experience via the use of technology (E) • Strong technical knowledge of the products and services supported by the Service Operations team. (D) • Strong customer service delivery acumen, including industry, domain-specific knowledge of the enterprise and its business units (D) • Awareness of appropriate regulatory or statutory compliance, including GDPR and information security (D) • Success in leveraging traditional best practices, such as ITIL (D)
<p>Skills and Attributes</p> <ul style="list-style-type: none"> • Have own transport and be able to carry equipment to remote offices as and when required. (D) • The ability to work under pressure in a fast-paced environment (E) • Creates a positive culture that encourages team members development and is highly regarded as a place people would want to come to work (E) • Excellent analytical, conceptual thinking, planning and execution skills (E) • Demonstrated ability to train and guide people to ensure they have the knowledge to support our customers. (D)
<p>Personal qualities, communicating and relating to others</p> <ul style="list-style-type: none"> • Excellent verbal and written communication skills, including the ability to explain technical concepts and technologies to business leaders, and business concepts to the technology workforce (E)

Safeguarding

- Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. (E)
- This post requires a Disclosure and Barring Service Check at a basic level (E)

Other

- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity (E)