

Job Description

Job Title:	IT Service Support Specialist
Reports to:	IT Service Operations Manager
Salary Grade :	F
Location:	Black Country House - Oldbury

Purpose

As a Service Support Specialist, you will have a strong customer service and process background and are looking to specialise in offering exceptional support to our customers.

Working in the Service Operations team, you will be involved in delivering effective employee onboarding and procurement support to ensure customer requests are recorded and managed in a timely and effective manner whilst ensuring that customer expectations are met or exceeded. It is essential that standards are followed, and policy and processes adhered to ensuring a quality customer service experience is created using the ITIL framework. Always looking to continually improve and support the Service Desk management systems to ensure the business demands are managed and progressed and ensuring customers and kept informed of their individual requests.

Main Duties and Responsibilities

- Ensuring all service requests are accurately identified, categorised, prioritised, and managed.
- Administration of user accounts as part of the starter, move and leaver process
- Procurement of IT hardware and software using established external suppliers
- Updating and maintaining accurate IT asset management records
- Delivering against agreed objectives, KPIs and SLAs.
- Collaborating with the wider operational, account and 3rd party teams to 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 Leader 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.

- 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.
- Advise BTIS leadership on situations that may require additional client support or escalation.
- Ensuring customer communications and updates are clear, accurate and timely
- Demonstrable experience of interacting with internal customers at all levels of the organisation.
- Demonstrable experience of interacting with external suppliers to improve efficiencies and services
- Ensure that customers receive timely updates on all requests.
- Review customer 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 or 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 align="center">Person Specification</p> <p align="center">Job Title: IT Service Support Specialist</p> <p align="center">(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) • Procurement systems / ERP platforms such as Agresso Business World (E) • Active Directory/Azure Active Directory – User Account Administration (E) • Microsoft InTune (D) • Service management toolsets such as Hornbill (E) • Microsoft Office 365 Applications (D)
<p>Experience</p> <ul style="list-style-type: none"> • Previous IT and/or Telecoms Service Desk experience (D) • Experience in improving customer experience via the use of technology (E) • Experience in user account creation and hardware/software ordering processes • Good technical knowledge of the products and services supported by the Service Desk (D)
<p>Skills and Attributes</p> <ul style="list-style-type: none"> • Excellent analytical, conceptual thinking, planning and execution skills (E) • Methodical and detail driven with strong task management skills • Proactive approach to work and motivated to deliver to SLAs/OLAs with a customer-centric mindset (E) • Process and procedure driven, with high level of accuracy • Strong experience in managing time limited tasks • Strong customer service delivery acumen, including industry specific knowledge (E) • Awareness of appropriate regulatory or statutory compliance, including GDPR and information security (D) • Success in leveraging traditional best practices, such as ITIL (D)

Personal qualities, communicating and relating to others

- Positive attitude with a 'Can Do' attitude and a dynamic approach to work
- Demonstrated ability to train and guide people to ensure they have the knowledge to support our customers. (D)
- Excellent verbal and written communication skills (E)
- Highly effective and organised
- Embraces change and drives continuous improvement (E)
- The ability to work under pressure in a fast-paced environment (E)
- Driven, self-motivating and able to work under own initiative.
- People & Customer-centred in a commercial framework and takes accountability for results (E)
- Demonstrates a passion to further the charitable aims of the organisation and acts with integrity (E)
- Collaborates and unites with others behind the organisation's mission (E)
- Provides a best in class service to all clients internal and external (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)

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)