Falmouth Exeter Plus

JOB DESCRIPTION

Job Title: Desktop Support Manager

Grade: O

Responsible to: Service Centre Manager

Responsible for: Desktop Support Team

Job Purpose:
To deliver high quality world class services to the user base across both our partner HEI's and Falmouth Exeter Plus. This service will include all front line computing across desktop and laptop installations. The post holder will be expected to liaise with HEI partners to ensure the best possible service is delivered to students and staff, in addiotn the role holder will be pivitol in driving forward improvements and making recommendations.

To manage the Desktop Support team, and expand the delivery capabilities of Falmouth Exeter Plus and its partner organisations. The applicant will need to be bright, imaginative, and capable technologist with good communication and customer engagement skills who can develop and enhance existing business process by applying technical solutions.

To lead the team responsible for the operational effectiveness of the organisations IT Services desktop infrastructure to ensure the highest levels of system availability.

Main Duties and Responsibilities

Operational

Ensure the desktop estate is developed and maintained to the required level. Activities will comprise both project driven and "business as usual" engineering.

In collaboration with stakeholder groups, manage the delivery of appropriate services to the organization and its partners in line with agreed service level targets.

To manage budgets in relation to desktop/laptop refresh programs.

Provide management information on the performance of the desktop environment, recommending solutions for business requirements

Develop and lead the continuous improvement programme for the organisations IT Services desktop infrastructure.

Develop and maintain a solid understanding of the relevant organisational, third party and security requirements, their standards and future direction.

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Management

In collaboration with the Service Centre manager and the Infrastructure Centre Manager, prioritise multiple and conflicting work streams and own the resource planning schedule for the Desktop Support team.

To ensure the Desktop Support team as a whole, and the individuals that comprise the team, understand their priorities, objectives, and timescales.

To provide technical leadership. To include:
- Management of technical projects: ranging from onsite suppliers, through to project management providers that will be assisting with those projects being led by this post holder;
- Management of equipment and product providers;
- Liaison with suppliers concerning the resolution of reported faults, the implementation of vendor updates and products and to advise IT Services of vendor roadmaps;
- Analysis of incidents reported through the Desktop Support team, including trending, reporting and problem resolution
- Technical mentoring and guidance of junior engineers;

To manage the day-to-day work of the team and carry out performance reviews and appraisals for the team members.

To assist or manage the recovery of enterprise systems in the event of major incidents.

To provide risk assessments as required.

To take pro-active measures to ensure health and safety rules/guidelines are adhered to within the Desktop Support team.

To provide management information on the performance of the Desktop Support team.

Planning

Formulate short, medium and long-term operational plans and development roadmaps for the Desktop Support team. Advise IT Services on the relevance and suitability of emerging technical and operational standards.

Determine the needs of the stakeholders in all areas of the organisation and its partners and to determine how best to deploy products in the specialist area to meet the user needs.

To participate in the planning, design, commissioning and ongoing operation of desktop products and systems. To adapt/develop new solutions, innovating with solutions as needed.

Internal & External Relationships:

The post holder will be expected to undertake the duties as part of an integrated team and will be expected to adopt priorities and engage in activities, which promote the effective working of the whole team.

The post holder will be expected to liaise with relevant members of the organization and its partners, suppliers as appropriate and with colleagues in other institutions and related organisations.

It is expected that the duties will be performed in the light of the relevant activities in Higher Education generally. The post holder will be expected to be aware of the activities and initiatives being formulated nationally within the relevant specialist area and will be expected to take part in such activities should they be relevant to and of benefit to the work being undertaken locally.

There may be a requirement to work varying core hours, or on occasion to work outside normal hours, to ensure that service commitments are met.

To maintain the relevant level of professional expertise and qualifications to discharge the duties of a Desktop Support Manager.

General duties and responsibilities
To maintain a first class level of customer service ensuring that all customers are treated efficiently and in an appropriate manner.

To participate in the Annual Performance Development Review Process.

To actively support equality and diversity policies of Falmouth Exeter Plus.

To attend training courses as identified and agreed for appropriate development.

Working within the Health and Safety at Work Act, the postholder has a legal duty to take reasonable care for Health and Safety both for themselves and others who may be affected by their actions. They are also required to undertake Health and Safety training commensurate with the level required by the post and to take part in risk assessment procedures and the implementation of agreed recommended work practices within the area.

Undertaking other duties not specifically stated which from time to time are necessary without altering the nature or level of responsibility.

PERSON SPECIFICATION
Post Title: Desktop Support Manager

Attributes	Essential Requirements	Desirable Requirements
Education / Qualifications	A degree level education or equivalent demonstrable relevant experience.	
Experience / Knowledge	Experience of team management preferably in an IT Environment Significant technical knowledge across a wide breadth of technologies including but not limited to Windows deployments, Apple Mac installations all within an enterprise organisaiton. Extensive experience working in a 3rd line support environment. Knowledge and experience of Project Management, and the operational integration with Project Managers and their project teams. Experience of leading staff and delivering strong team performance. Experience of managing budgets.	ITIL Foundation Certification Demonstratable experience of IT Project management / project lifecycle, particularly under PRINCE2 MSCE/MCITP Certification.
Skills / Personal Requirements	Ability to communicate effectively with people at all levels of the organisation and with different levels of	

		understanding.	
		Strong fault diagnosis and troubleshooting skills with logical and pragmatic thought processes.	
		Methodical, calm and clear-thinker with the drive to proactively follow problems through to resolution.	
		Ability to clearly identify and understand customer needs and service implications.	
		Confidence to challenge existing work practices; to produce options and proposals; to strive to make improvements; participate in or lead constructive technical discussions.	
		Able to work as part of systems engineering team, and to collaborate effectively with other technical specialists.	
		A collaborative and supportive approach to working and dealing with other IT Services teams.	
		Ability to thoroughly document all outputs; to review and improve existing documentation.	
		Eagerness to research current market place and keep up to date with developments.	
		The post-holder will be required to occasionally work outside normal office hours	