LEEDS TRINITY UNIVERSITY

JOB DESCRIPTION

JOB TITLE: IT Support Team Leader

DEPARTMENT: IT Services

GRADE: Grade 7a (points 30 - 32)

HOURS OF WORK: 35 hours per week plus evening and weekend overtime on a rota basis as directed by the Head of IT Services or designate.

RESPONSIBLE TO: Head of IT Services

SUPERVISORY RESPONSIBILITY: 1st and 2nd line IT Support Team

INTERNAL CONTACTS: Staff and Students of the University.

EXTERNAL CONTACTS: Suppliers, contractors and other external agencies and institutions as appropriate.

PURPOSE OF POST: To manage and coordinate the delivery of a professional and effective 1st and 2nd line IT support service for users and to provide initial support in allocated key technologies for the University's IT Services operation, within the ITIL framework**.**

MAIN DUTIES

1. To manage the operation of the 1st and 2nd line IT support teams in accordance with the ITIL framework and acting in the ITIL role of Incident Manager to ensure Service Level Agreements are met.

2. To supervise the 1st and 2nd line support staff; setting their daily work priorities and planning and organising staff rotas.

3. To lead, manage, motivate, mentor and develop the 1st and 2nd line support teams.

4. To support the professional development of staff in the 1st and 2nd line support teams through training, coaching and opportunities to specialise in key technology areas.

5. To provide continuous monitoring and improvement of the service delivered by the team to staff and students to include initiating and maintaining a strong working relationship with the user community, involving and engaging staff and students in service improvement, and participating in working groups as directed.

6. Assist in the review and development of departmental policies, procedures and work practices including the continuing development of the IT Services incident & problem management system and the staff self-help and technical staff knowledge bases.

7. To work with the 3rd line support team to develop and enhance desktop services such as software images, operating system configuration and support tools.

8. To install and commission software and hardware as required.

9. To provide direct hardware and software IT support to users of the service where required to ensure Service Level Agreements are met.

10. To work with other team members to be responsible for IT services website information maintenance and all user facing support and marketing material in support of IT systems, services and new initiatives.

11. Manage projects where required to enhance the provision of IT services offered to students and staff.

12. To have an active role in user workshop and group sessions where appropriate.

13. To communicate effectively with all relevant parties as required to successfully conduct the duties of the post.

14. To undertake the development of personal and technical skills as required by the service.

15. To apply the University's Equality and Diversity Policy in the postholder's own area of responsibility and in his/her general conduct.

16. To ensure observance of all relevant Health and Safety regulations, policies and risk assessments.

17. To carry out any other reasonable duties as may be directed by the Head of IT Services, or designate, commensurate with the grade of the post.

This job description is current on the date indicated below. It is liable to variation by the Vice Chancellor in order to reflect or anticipate changes in the post.

May 2019