**Job Description**

|  |  |
| --- | --- |
| **Job title:** | IT Service Desk Coordinator |
| **Grade:** | P2 |
| **Division:** | DSG |
| **Reports to:*****(job title)*** | Principal Delivery Manager |

|  |
| --- |
| **JOB PURPOSE** |
| Ensure our MASS IT contracted services consistently meet agreed Service Level Agreements (SLAs), maintaining operational excellence and reliability. We are looking for a hands-on, technically proficient Service Desk Coordinator to take full ownership of the service desk for one of our customer facing support functions. This role is ideal for someone who thrives on structuring and leading high-performing support teams, driving service excellence, and using their own technical knowledge to lead by example.Manage the IT service desk, acting as the primary point of contact for all service-related issues and concerns. Focus will be on building strong relationships and ensuring a high level of customer satisfaction through effective communication and responsive service desk management, ensuring the system(s) ensure their availability, integrity and longevity. |
| **KEY DUTIES AND RESPONSIBILITIES** |
| * Responsible for the co-ordination of the managed IT support service
* Work within the service management practises and contribute to their evolution
* Responsible for the IT asset management
* Responsible for support team performance in accordance with agreed SLAs/KPIs
* Responsible for the production of the management information of the system
* Day to day management of the Service Desk (adhering to SLAs), overseeing incidents, requests, and problems;
* Facilitate resolution of complex support issues by using own knowledge or coordinating the correct team/s or people to be available to resolve;
* Compile Service Desk management information, reporting against SLAs, KPIs and trend analysis;
* Analyse management information to identify areas for improvement for the Service Desk team;
* Identify and support in Continual service improvement initiatives
* Support in ensuring the Service Desk and its delivery is always aligned to best practise (ITIL4, ISO20000)
* Comply with Company policies and procedures (including the MMS);
* Adhere to the Company values.
 |
| **COMPETENCIES** |
| **General Profile:*** Requires working knowledge of principles and practices in an area of work
* Performs a range of tasks related to an area of work, applying relevant guidelines and processes
* Continues to build knowledge of MASS and its ways of working
* Receives a moderate amount of direction and guidance from senior/ more experienced colleague

**Job Functional Knowledge:*** Requires expanded conceptual knowledge in own knowledge area and broadens capabilities

**Business Expertise:*** Understands MASS’s key business drivers; uses this understanding to accomplish own work

**Leadership:*** Provides informal guidance to new team members

**Problem Solving:*** Solves problems in straightforward situations; analyses possible solutions using experience, judgement and precedents

**Impact:*** Impacts quality of own work and the work of others on the team; works within guidelines and policies

**Interpersonal Skills:*** Explains complex information to others in straightforward situations
 |
| **QUALIFICATIONS / EXPERIENCE** |
| **Essential**:• Strong attention to detail;• Strong stakeholder management skills;• Experience in IT/Service Management;• Understanding of Server Architecture, Firewalls, and Routers;• Understanding of Windows Server, Exchange, SQL, Skype, and MS SharePoint;• Understanding of Microsoft Cloud Technologies • Understanding of Software Licensing Models**Desirable**:• ITILv4;• ISO27001 & ISO20000• Agile delivery methods• Project management • Working within the defence or other secure environments |

---------------------------------------------------------------------------------------------------------------------------

**Declaration**

*“I have received, reviewed and fully understand the above job description. I further understand that I am responsible for the satisfactory execution of the essential functions described therein”:*

|  |  |
| --- | --- |
| **Name:** |  |
| **Signature:** |  |
| **Date:** |  |