**IT Customer Experience Lead**

Information Technology: Infrastructure and Operations

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|  | **Overview** |
| **Role Purpose** | The job holder will monitor IT processes and systems that ensures all IT staff provide a customer focused support service to all NHG staff. They will ensure that IT staff are trained and visible and understand and work to SLA’s and KPI’s.  |
| **Responsible for** | Responsible for:* To Actively manage all tickets that come into 1st, and 2nd line technical support analysts to ensure that they are dealt with professionally and efficiently, maintaining a high degree of customer satisfaction
* To take ownership of user issues, problems, perform a technical diagnosis and fix issues either remotely or on- site
* Efficiently and effectively providing solutions/workarounds to Incident’s, Problems, Service Requests and Changes within SLA thresholds
* Providing technical assistance and support to colleagues in IT related matters
* Creating, manage and transfer Knowledge documentation to all related NHG IT support teams
* Ensuring appropriate standards and procedures are adhered to support a high-quality deliverable to NHG
* Assisting the Problem Management process and using senior technical resources to deliver the service
* The delivery of an outstanding, consistent and reliable customer focussed IT service ensuring a responsive service to all customers
* Providing support and mentoring services to Service Desk Analysts
* Monitoring devices not logged on 30 days
* Monitoring users not logged on 30 days
* Active Directory administration - making sure all information in AD is up to date and in a consistent format
* AD Housekeeping – produce reports and action plan to ensure that housekeeping activities are completed
* Ticket Allocation and managing Aged Tickets
* Ad-Hoc reports when required/requested
* Oversee the VIP process ensure that the SLA is achieved
* Ensure that customer feedback is acted on by celebrating success and producing an action plan to improve areas of concern
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|  | May need to undertake the role of Service Desk Analyst during short periods of cover (to cover sickness,holidays etc) |
| **Reports to** | Head of IT Service Delivery  |
| **Line management** | None |
| **Date** | 3rd January 2023 |

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| **Role relationships** |
| Internal | All IT staff and NHG staff Infrastructure, |
| External | Contractors, 3rd party suppliers |

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| **Role accountabilities** |
| **Organisational Effectiveness*** Ensure that all service desk understand the need to provide excellent customer service
* Work with customers when improving services or processes
* Provide support & mentoring, training and development to colleagues
* Handling escalated calls from Service Desk
* Maintain a flexible and responsive attitude that allows for rapid change and continual service improvement

**Ensure the Effective Management and Support of all IT Systems*** Provide senior technical support for all IT systems and services that the service desk is responsible for , escalating problems where necessary to management or third party suppliers
* Help maintain the instance and configuration of the ServiceNow toolset
* Effectively liaise with 3rd parties wherever applicable
* Advise the customers on the use of infrastructure and applications
* Providing high levels of technical support for solutions/workarounds to Incident’s, Problems, Service Requests and Changes
* Proactively manage tickets in the ITSM toolset, ensuring they are accurately logged and frequently updated with progress

**Service Level Management / Reporting and Performance Management*** Ensure Incidents, bug-fixes and workarounds are implemented with the agreed SLAs
* Ensure all work is completed within agreed KPIs and SLAs

**ITIL Processes, Communication and Procedures*** Actively participate in the Problem Management process and be responsible for
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# Role accountabilities

the lifecycle of all assigned problem records

* Identify and escalate any gaps within the processes and assist to continuously improve the way the Service Desk delivers its service
* Utilise and adhere to all published ITIL processes, which includes Incident, Major Incident, Problem, Change and Release Management

# Documentation

* Ensure all Service Desk documentation is up to date and readily accessible
* Monitor and audit documentation
* Maintain all relevant user documentation
* Provide input/feedback for the Major Incident process and associated RCA and MIRs

# Hardware/Software Lifecycle

* Support the asset management lead in ensuring asset management processes are operating correctly across all Service teams
* Routinely check that all assets are accurately recorded and contain relevant information (including certificates and licensing)

# Suppliers

* Work with suppliers related to the Service Desk, encouraging a collaborative and effective workstyle
* Work with suppliers to ensure all cross-party information is accurate and up-to- date

# Governance

* Help maintain a comprehensive and up to date knowledge of all relevant procedures and best practice for the service area

# Training

* Input into and help maintain a Personal Development Plan which balances individual technical and personal development over 12-18 months

Health & Safety

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| **Role accountabilities** |
| * Ensure Service Desk area complies with all statutory and regulatory requirements on health and safety

**Systems & Process*** Use and maintain an effective and clear set of systems and processes to enable the monitoring and evaluation of performance across relevant area
* Ensure that key data is recorded, stored and maintained to agreed standard and is of good quality, in order to meets the demands of the department or function and the wider business.
* Maintain an excellent working knowledge of all relevant IT systems
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| The tasks and responsibilities outlined above are not exhaustive, the post holder may undertake other duties as is reasonably required. |

**How do you meet the role requirements?**

To do the job well, we have outlined the key behaviours we’ll expect of you, and the knowledge, experience and skills you need to do the job. You’ll be assessed on these criteria at various stages throughout the selection process.

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| **Role behaviours** |
| Customer focus | * Commit to providing the best service to customers, set realistic expectations, keep your promises, and act with integrity always.
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| Accountability and delivery | * Be accountable for the accuracy and completeness of your work, remaining calm under pressure, making informed and reasonable decisions.
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| Service improvement | * Approach your work with rigour, challenging yourself to identify opportunities for service improvement, working in partnership with others to make NHG better for customers and colleagues.
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| Communication and inclusion | * Communicate clearly and openly, including all and celebrating differences, listening and responding positively to others.
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| Management | * Lead by example and with empathy, ensuring your team deliver on their promises; getting the best from your staff by offering them appropriate support, guidance, and development.
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| As NHG develops a new competency framework, behaviours for individual roles will be aligned as appropriate. |

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| **Essential knowledge, experience and skills** |
| Professional | * Able to demonstrate previous experience successfully
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| expertise(know how & experience) | delivering in a customer focused business, securing value for money and high levels of customer satisfaction* Experience in the support of complex IT systems in a complex environment
* Excellent customer service experience, incl. compliment and complaint handling.
* Previous Service Desk Management experience for a 1st or/and 2nd line team
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| Skills | * Excellent working knowledge in the following areas:
	+ Windows PC, Mobile Phones, tablets and server operating systems
	+ Microsoft Active Directory and network protocols
	+ Business application and how they are used by the business
	+ Security procedures and their implementation
* Exceptional Incident Management skills with the ability to identify root cause and apply solutions to resolve
* Exceptional Problem Management skills, able to investigate trends, to apply a methodical approach to identify root cause and suggestions for solution
* Good team co-ordination/management skills
* Exceptional Customer Service skills
* Excellent troubleshooting and problem-solving skills
* Excellent ability to transfer knowledge within a team
* General Network administration and troubleshooting, TCP/IP and WAN/ LAN /Wi-Fi
* ITIL Certified
* Excellent communication both written & verbal
* Excellent time management & organisational skills
* Ability to effectively manage service delivery through a 3rd party supplier
* Excellent customer service experience, incl. compliment and complaint handling
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| Qualifications | * Solid IT technical and customer service background
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| and/or professional membership | * Must have ITIL Foundation as a minimum but should have higher level ITIL qualification
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| **Role requirements** |
| DBS | * None
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| Data and information processing | * Information/Data User (all staff)
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| Data protection role | * Information Asset Administrator
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