

Job Title	Service Desk Operations Manager
Department	Service Desk
Location	Nottingham
Reports to	Service Desk Manager
Staff Responsibility	1-8 Service Desk Team Leaders
General Overview of position	<ul style="list-style-type: none"> Ensures the daily operational targets and service levels of the Service Desk are met. Line Management for Service Desk Team Leaders
Main duties & responsibilities	<ul style="list-style-type: none"> Provides leadership and development for service desk team leader and engineers. Manages service desk team to meet short term tactical goals and contribute towards longer term objectives. Monitors and improves the delivery and quality of the service offering to our customers Point of escalation for service issues or remediation actions. Works with the Intraday Manager to ensure most effective use of resources. Works alongside service management leads to ensure cross team working and success. Supports Service Transition and Introduction to land new business, projects and shift left opportunities. Creates, compiles and shares Management Information to monitor performance and identify improvements Provides input into departmental strategy and strategic goals/objectives. Step up to cover for Service Desk Manager as required. <p>ISO Accreditations: Littlefish are ISO9001 and ISO27001 certified it is expected that all employees adhere to the Quality Management and Information Security systems, policies and procedures.</p> <p>Equality, Diversity and Inclusion: It is expected that you will actively promote and embed Equality, Diversity and Inclusion (EDI) in all your work and support and comply with all organisational initiatives, policies and procedures on EDI.</p>

Other duties	Other such reasonable duties within the general scope of the job role, at the line managers direction.
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Person Specification

Essential	Desirable
<ul style="list-style-type: none"> • Experience managing an IT Service Desk Team • Knowledge of ITIL or SDI Service Desk Management best practice • Prior experience working with Service Desk ITSM tools, Telephony and remote desktop technologies • Excellent people management skills, able to effectively coach and develop teams. • Good general technical knowledge of common EUC and infrastructure systems 	<ul style="list-style-type: none"> • Experience managing within an ITIL aligned managed services environment or similar • Experience in transition and introduction of IT services into live service • Technical certification, such as Microsoft 365 fundamentals or equivalent.

Document Control

File Name	Job-Description-Manager-SD-Operations-Manager
Author	Alec Hughes
Status	Draft
Classification	Public
Location	HR Hub

Version Control

Version	Author	Change	Date
1.0	Alec Hughes	Created	19/01/2022

Job Levels

Career Framework	Manager
Definition	Leads a team of technical, professional, or frontline teams and is a key influencer within their own department or with their key customers
Contribution to Success	Implement operational plans within their own department and offers contribution to departmental strategy.
Communication	Is a key influencer within their own department or with their key customers. Builds a relationship with customers to be able to influence and assist with operational problems and projects both internally and externally.
Expertise	Has advanced knowledge within their own remit.
Leadership	Leads a team of technical, professional, business support teams or frontline teams. Has full management authority, including performance reviews, recruitment and other people practices actions.
Values Statement	Leads by example in displaying positive behaviours and instilling high performance within their teams, across the organisation and with customers.

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