

## Job Description

A Post Details		
Job Title: Technology Service Desk Team Leader	Grade: B002	
Department: Technology	Division: <input type="text"/>	FHQ
Reports to: Technology Service Desk Manager	Contract Type: <input type="text"/>	Permanent
Level of Vetting: <input type="text"/>	Numbers in Post: 2	
B Purpose of the Post		
<p>The overall purpose of this role is to lead a team of Service Desk Operators &amp; Mobile Device engineers for the Technology Department and manage the day-to-day activities of the TSD &amp; MDT operations.</p> <p>The post also provides technical expertise with regards to the implementation and management of the Force's current and future mobile data solutions ensuring user training and support is appropriate and fit for purpose. To maintain awareness of security policies and procedures and ensure our solution fulfils all security requirements and that document sets are up to date. Represent BTP at national level in digital futures programs. Act as key point of contact for external partner and suppliers with regard to present and future solutions. Manage the mobile data estate ensuring robust asset management is in place.</p>		
C Dimensions of the Post		
<ul style="list-style-type: none"> <li>• The processing and coordination of appropriate and timely responses to incident reports, including channelling requests for help to appropriate functions for resolution, monitoring resolution activity, and keeping clients apprised of progress towards service restoration.</li> <li>• The resolution (both reactive and proactive) of problems throughout the information system lifecycle, including classification, prioritisation and initiation of action, documentation of root causes and implementation of remedies to prevent future incidents.</li> <li>• Instigate the Incident Management Process when a high priority Technology Incident is raised.</li> <li>• Overall responsibility for the administration of new mobile requests and ticket que management.</li> <li>• Reasonable for the Mobile leavers process and the wiping of mobile devices and removal from CMDB and licencing.</li> <li>• Ensure 2nd/3rd line technology support teams are engaged for High priority Incidents, i.e. P1.</li> <li>• Day to day responsibility for ensuring ticket ques are being actively monitored, tickets managed through to resolution and closure.</li> <li>• Day to day responsibility for ensuring Service Requests are actively managed and allocated to the correct technology team.</li> <li>• Responsible for identifying the Service Desk Operators &amp; MDT engineers requirements for training and presenting this to the Service Desk Manager.</li> <li>• Team performance reviews and regular updates to the Service Desk Manager.</li> <li>• Identifying process and procedure Improvements and driving these to fruition.</li> <li>• The processing and coordination of appropriate and timely responses to incident reports, including channelling requests for help appropriate functions for resolution, monitoring resolution activity, and keeping customers/users apprised of progress towards service restoration. The resolution of incidents throughout the information system lifecycle, including classification, prioritisation and initiation of action, documentation of root causes and implementation of remedies to prevent future incidents.</li> </ul>		
D Principal Accountabilities		

- Manage the provision of a first contact service for technology related queries from all BTP staff. They will make a positive contribution to the Policing Plan by ensuring that the service provided meets standards agreed in the Service Level Catalogue, SLA and relevant KPIs.
- Manage a team of Service Desk Operatives ensuring individuals are developed to meet their potential. They will ensure output is monitored and measured and accuracy is confirmed through quality assurance initiatives. This will include the ownership of the service desk risk register.
- First escalation points for Service Delivery received about the Technology Department. They will ensure through ownership and management of issues that resolutions are employed which meet customer needs and business directives.
- The post holder is responsible for a continuous service improvement activity within the Technology Department. They will undertake various service management activities in the Technology Department including the creation and follow up of customer satisfaction initiatives.
- Requirement to design and provide management information for the Force Management Team on the performance of the Department and take forward associated actions.
- Design and capture metrics which can be used to measure the performance of the team against KPIs agreed with the Force Management Team.
- Design and capture metrics on the performance of individuals within the team for use during performance management activity.
- Produce reports for weekly service management boards of Technology performance and produce action points after reviews.
- Undertakes routine installations and de-installations of items of hardware and/or software.
- Takes action to ensure targets are met within established safety and quality procedures, including, where appropriate, handover to the client.
- Conducts tests of hardware and/or software using supplied test procedures and diagnostic tools.
- Corrects malfunctions, calling on other experienced colleagues and external resources if required.
- Documents details of all hardware/software items that have been installed and removed so that configuration management records can be updated.
- Develops installation procedures and standards, and schedules installation work.
- Configuration management - Level 4: Enable:
- Manages configuration items (CIs) and related information.
- Applies and maintains tools, techniques and processes for identification, classification, and control of CIs and ensuring related information is complete, current, and accurate.
- Controls IT assets in one or more significant areas, ensuring that administration of the acquisition, storage, distribution, movement, and disposal of assets is carried out.
- Produces and analyses registers and histories of authorised assets (including secure master copies of software, documentation, data, licenses and agreements for supply, warranty, and maintenance), and verifies that all these assets are in a known state and location.
- Ensures that there are no unauthorised assets such as unlicensed copies of software.

#### E Decision Making

- Ensures process and policy are being adhered to.
- Makes decisions when to escalate to senior TSD manager.
- Makes fact-based decisions when to escalate a possible P1/P2 Incident.
- Provides advice and guidance to TSD Operatives.
- Guides end users to resolve incident via first time Fix.

#### F Contact with Others

- The technology Service Desk is the first point of contact for all BTP end users when requiring assistance.
- BTP staff of all grades and from all Departments.
- External technology Third party suppliers including DTP, HP, 2E2.
- BTP Senior Management Team (SMT)
- BTP Senior leadership Team (SLT)

## G Essential Criteria

- Works under general direction within a clear framework of accountability. Exercises substantial personal responsibility and autonomy.
- Plans own work to meet given objectives and processes.
- Influences team and specialist peers internally. Influences customers at account level and suppliers.
- Has responsibility for the work of others and for the allocation of TSD resources.
- Performs a broad range of complex technical or professional work activities, in a variety of contexts. Investigates, defines to help resolve problems.
- Selects appropriately from applicable standards, methods, tools, and applications.
- Demonstrates an analytical and systematic approach to problem solving.
- Communicates fluently orally and in writing and can present technical information to both technical and non-technical audiences.
- Plans, schedules, and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures.
- Rapidly absorbs new technical information and applies it effectively.

## Qualifications and Training:

- Qualification in computing or a minimum of one year's practical experience in a Service Desk environment of similar proportions.
- Use of Service Desk Tools, i.e., Fresh Service/Service Now/ CMDB
- GCSE or higher education qualification.

## Experience:

- Good experience of working in a busy Technical Service Desk environment providing 1st and 2nd line support for a broad range of mission critical systems and services
- Technology Service Desk experience in a high paced environment.
- Previous Team lead experience of managing medium/large teams.
- Ability to own incident and drive other technology teams to resolve open tickets.
- Proven track record of a proactive and collaborative working approach.

## Skills:

- High level verbal and written communications skills with ability to demonstrate interpersonal skills of persuasion and negotiation.
- Ability to capture, record and relay information in a concise and straightforward manner.
- High attention to detail and level of accuracy.
- Ability to develop and maintain effective working relationships with key stakeholders and colleagues.
- Self-starter, self-motivated with the ability to work under pressure, produce high quality work, and exercise both initiative and discretion.
- Effective time management, prioritization, and organizational skills.
- Highly effective customer service skills.
- Good IT skills.
- Flexible approach to work.
- Strong ability to work effectively towards business priorities without close supervision or direction.
- Ability to work effectively in a busy environment.
- Owning and Prioritizing your workload to deliver a high level of performance and accuracy is met and maintained.

## Knowledge:

- In depth experience or certification in ITIL V3/4 Service Management.
- Microsoft Office

<ul style="list-style-type: none"> <li>• CMDB and Asset management</li> </ul>
Desirable criteria:
<p><b>Service operation</b></p> <ul style="list-style-type: none"> <li>• Security administration.</li> <li>• Assists users in defining their access rights and privileges, and operates agreed logical access controls and security systems.</li> <li>• Maintains application support processes, and checks that all requests for support are dealt with according to agreed procedures.</li> <li>• Uses application management software and tools to investigate issues, collect performance statistics and create reports.</li> <li>• Network support - Level 2: Assist:</li> <li>• Assists in investigation and resolution of network problems.</li> <li>• Assists with specified maintenance procedures.</li> </ul> <p><b>Incident Management</b></p> <ul style="list-style-type: none"> <li>• Ensures that incidents and requests are handled according to agreed procedures.</li> <li>• Ensures that documentation of the supported components is available and in an appropriate form for those providing support.</li> <li>• Creates and maintains support documentation.</li> </ul> <p><b>Problem Management</b></p> <ul style="list-style-type: none"> <li>• Raises Problem record to pass over to the Problem Management Team for further investigation of an Incident.</li> <li>• Assists with the implementation of agreed remedies and preventative measures.</li> </ul>
<b>H Additional Information</b>
<p>The role will be office based in FHQ Camden London.</p> <p>The role will be shift based. Mon-Fri 24hr operational team.</p>
<p><b>For Panel to complete only:</b></p> <p><b>Line Manager Approval:</b> (this is only signed off when the line manager has approved the final version)</p> <p><b>Panel Approval:</b> (this will only be signed off once the job has gone through the Job Evaluation Panel)</p> <p>Date: <input type="text"/></p>

Email the Job Evaluation submission form together with supporting documentation (organisational charts, job descriptions) to [People & Culture Policy & Reward inbox](#)

You will be advised of a panel date following receipt of the submission