

**JOB DESCRIPTION**

**Service Management Officer (G6)**

**Vacancy Ref:** Click here to enter text.

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| **Job Title:** Service Management Officer | **Present Grade:** 6 |
| **Department/College:** Information Systems Services |
| **Directly responsible to:** Licensing, Supplier and Contract Manager |
| **Supervisory responsibility for:** None |
| **Other contacts**  |
| **Internal:** Members of ISS, ISS Section Heads, Information Governance, Procurement and Users of relevant services |
| **External:**  External Suppliers, bodies of best practice, external service users and experts |
| **Main Function:**To work closely with other members of the service management teams, service support teams in order to provide guidance and co-ordination on the management of services.**Major Duties:**1. To co-ordinate aspects of service operation within ISS. Providing reports and information on the performance of the service to appropriate groups. Monitoring user satisfaction and dealing with any service affecting outages or escalates issues from other support teams.
2. To provide advice and help to staff delivering services acting as a key contact point for queries for ISS staff.
3. Maintaining accurate and up to date records relating to the service including asset information and entries for the service in the ISS Service Catalogue and related systems
4. To represent ISS and the service in projects introducing other new IT services and agreeing transition to service plans and to provide guidance to project managers and other ISS staff on the nature of relevant services
5. To contribute to, maintain and operate internal processes for incident, service and change management include liaison with the relevant internal teams, university departments and external suppliers
6. Where appropriate for the service co-ordinating and contributing to reporting on key performance indicators
7. Where required to act as secretary to appropriate service management groups or internal working teams, taking minutes, maintaining documentation and archives of minutes and approvals
8. Develop and maintain appropriate service documentation both for staff working on the service and for end users, proactively making and contributing to continuous improvements
9. Participate in liaison and networking with other areas of ISS where required for service management co-ordination.
10. Provide and co-ordinate support and training of individuals or groups of staff on the usage of the service
11. Contribute to ensuring that their service is accessible, complying with any relevant legislation and ensuring that any recommendations from audits or compliance bodies are addressed
12. To be a champion for creative and new thinking and innovative working practices, sharing best practice and to keep abreast of industry and sector knowledge and insights
13. To provide timely, high quality support and communications to users of their service area
14. To attend and report to internal and external meetings as directed, presenting the Division
15. To perform such other duties, appropriate to the grade, as may be directed by the Director of Information Systems Services or nominated representative
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