

JOB DESCRIPTION
IT Service Portfolio Manager
Vacancy Ref: A1531

Job Title: IT Services Manager	Present Grade: 8
Department/College: ISS (Information Systems Services)	
Directly responsible to: Head of IT Support	
Supervisory responsibility: <ul style="list-style-type: none"> • IT Service Desk Operations Manager (G7) • The IT Services Manager will also work with the CIS Team Leader to direct and prioritise the work of the IT Service Desk Systems Administrator (G7) 	
Other contacts: Internal: ISS Service Managers, Colleagues in ISS support roles; Heads of Department / Section across the University; Members of staff involved in the service desk roles (Library, Finance, Student Based Services etc.); LUSU staff and student reps; University staff & students. External: Relevant external bodies (UCISA, Jisc, Service Desk Institute etc.); Formal and informal groups in similar roles within HE; Service Desk Applications Providers (e.g. Hornbill, RightAnswers etc.)	
Main Functions: <ul style="list-style-type: none"> • To represent the needs of staff, students and visitors, liaising and supporting Service Managers to ensure that the IT services being delivered meet the needs of those using them. • To provide feedback on issues with services and suggestions for improvement; • To oversee the Service Desk function within ISS, • To provide timely, high quality support and communications to those who use our services; 	
Major Duties are to: <ol style="list-style-type: none"> 1. Develop a Service Management strategy and implementation plan for IT services; 2. Liaise with and provide feedback to IT Service Managers on issues identified with their services and/or related processes, escalating major issues and key development requirements when identified; 3. Be responsible for the development of Service Desk Incident and Request processes; 4. Maintain an up to date understanding of IT Service Management developments and best practices; 5. Provide regular reports and recommendations about IT Services to Service Managers and the ISS Leadership team - taking into account incidents, requests and feedback from those using the services, and ensuring that our services are accessible and address recommendations from customer service excellence evaluations; 6. Proactively identify actions required to transition projects into IT services and assist with the completion of Service Delivery plans; 7. Oversee all Service Desk activities whether offered face to face, by email or 'phone; 8. Be responsible for prioritizing the development of self-service processes, based on greatest need as identified by those who use our services; 9. Be responsible for prioritizing the maintenance and development of Service Desk tools and applications, such as Supportworks and RightAnswers; 10. Work with ISS project managers to assist with the transition of projects to new services; 11. To maintain high levels of professional conduct, including but not limited to: cooperative engagement in tasks set; the exercising of initiative to suggest, through line managers, improvements to the service provided; and clear and professional styles of communication at all times; 12. Such duties, appropriate to the grade, as may be directed by the Director of Information Systems Services. 	