

JOB DESCRIPTION
IT Service Portfolio Manager (Maternity Cover)
Vacancy Ref: A2706

Job Title: IT Service Portfolio Manager (Maternity Cover)	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 Management Officer (G6) The IT Service Portfolio 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, ISS Service Desk team; 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 provide timely, high quality support and communications to those who use our services; Major Duties are to: <ol style="list-style-type: none"> Develop a Service Management strategy and implementation plan for IT services; 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; Be responsible for the development of Service Desk Incident and Request processes; Maintain an up to date understanding of IT Service Management developments and best practices; 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; Proactively identify actions required to transition projects into IT services and assist with the completion of Service Delivery plans; Be responsible for prioritizing the development of self-service processes, based on greatest need as identified by those who use our services; Be responsible for the maintenance and development of Service Desk tools and applications; Work with ISS project managers to assist with the transition of projects to new services; 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; Such duties, appropriate to the grade, as may be directed by the Director of Information Systems Services. 	