



# IT Support Manager

## Purpose

The IT Team requires an experienced IT Support Manager to lead and manage the 1st and 2nd line support team in delivering an excellent level of service across the business, while continually improving the effectiveness and capability of the team.

## Job Dimension

This is a great opportunity for an experienced IT Support Team Leader to join a growing and transforming IT team. The successful candidate will have strong skills in service desk and change management, with previous hands-on experience in a technical role prior to progressing to management (ideally in an ITIL environment). This role manages technical staff; hence the successful candidate must be able to understand the technologies in use and support the teams to deliver a first-class service to the business.

As well as coaching and leading the individuals and team, you will define and deliver the strategy, standards, and skills to support the continued service to the user base, including maintenance and incidence response.

You will monitor and respond in a timely manner any requests for technical assistance received by the IT service desk. Assist in monitoring, maintaining and troubleshooting the organisation's technology platforms, including, but not limited to critical business systems. The candidate will work closely with the CIO and IT Leadership Team to build on the current strengths, evolving the capability to support the definition and delivery of companywide IT transformation.

## Key Responsibilities and Accountabilities

The key responsibilities of the role include:

- Leadership and coaching of the team of technicians
- Team management, recruitment, performance, supervision, and escalations
- Provide a high standard of support through delivery of 1st and 2nd line support across the business including end user support, planned maintenance, incident and problem resolution, management of third-party service providers
- Management of the operational budget, including software and services
- Developing the Service Desk tooling, delivering automation and improving self-serve capability
- Support of disaster recovery and business continuity planning
- Asset management, including building and maintaining an asset register
- Develop a firm understanding of systems and technologies used by the team to deliver services

**Salary: £49,605 to £59,265 (Grade 10-11)**

**Place of Work: Head Office, Havant**

**Reporting to: CIO**

**Reporting Staff: 4**

**Driving License: Full**

.....  
**If applying externally please include your CV and salary expectations.**

**Apply to: Ian Limb, Head of HR, PO Box 8, Havant, Hants PO9 1LG**

**E-mail: [jobs@portsmouthwater.co.uk](mailto:jobs@portsmouthwater.co.uk)**

**Website: [www.portsmouthwater.co.uk](http://www.portsmouthwater.co.uk)**



We are happy to consider flexible working arrangements. This can include alternative days / hours of work or work location. Please specify any request in your application.

**Continued**

**Closing date: 17 JUNE 2022**

- Define and implement policy, processes and procedures to deliver best practice
- Possesses excellent verbal and written communication skills
- Create, manage, and evolve Policies, Processes and Procedures
- Prioritise and manage workload effectively

### **Skills Knowledge and Experience**

- The ideal candidate will have a high level of customer service experience having spent a minimum of 3 years in a service delivery lead role.
- Ideally the candidate will have a technical background or strong technical understanding.
- Excellent communication and stakeholder engagement
- ITIL qualified, or experienced working in an ITIL environment
- Strong presentation skills, experience presenting up to executive level stakeholders
- 3+ years' experience leading technical staff in a pro-active and personable manner
- Experience of using helpdesk software within an environment following ITIL guidelines, ensuring requests and changes are completed in a timely fashion
- Experience of incident management, can take the lead on service desk escalations
- Experience liaising with vendors, researching new technologies and IT hardware selection
- Experience of DevOps and Agile ways of working
- Previous experience leading a team and being a point of escalation