



Job Title: IT Services Support Team Leader

Responsible To: ICT Manager

Direct Reports: IT Support Technicians

Place of Work: IT Services Department, (based at Ponds Forge), and at any property/venue/facility owned or operated by the Company. Home (remote) working will be required at times specified by the Company.

Purpose of Job:

To provide the highest possible quality of customer service and support to all users of systems and technology within Sheffield City Trust and associated Companies.

To manage the team of support technicians, and to ensure the support service is available during all operational hours, including evenings and weekends.

To work flexible hours necessary to meet the current and future needs of the business, including covering on an “on-call” basis where required.

To ensure continual development of personnel and continuous improvement in the overall support service, identifying areas of improvement and making recommendations where appropriate.

To respond to service requests within agreed response times as dictated by the ICT support system, escalating support incidents appropriately within the ICT team.

To ensure that all areas of the systems used and services delivered are comprehensively documented and such documents are continually updated where appropriate. This will require non-technical elements such as finance and audit; therefore, it will be necessary to work with such teams outside of the IT environment.

To adhere to standard procedures for requests for changes to configuration items, including methods of notification of changes made to the system.

Assist technical teams in the development of standard test plans, including user acceptance testing for new elements and system upgrades.

To manage the IT Service Management application and its continual development, working in partnership with the application vendor.

To provide advice, support & training to service users as and when appropriate.

To assist all colleagues within the IT Services Department, in projects, including (but not limited to) system upgrades, which may involve working unsociable hours when necessary/appropriate.

To assist the ICT Manager in the task of purchasing ICT supplies and equipment, using the appropriate purchase ordering system.

Key Responsibilities:

1 Core Values

To promote the Company's Core Values through personal behaviour and by challenging behaviour in others that is contrary to the Core Values.

2 Customer

To manage the delivery of IT support services to all service users within Sheffield City Trust and any other site, and/or organisation that the department is required to as part of the business operations. This will include services to external organisations relating to events taking place within any of the venues.

To focus on the quality of service delivery, including proactive communication with colleagues and customers, taking ownership of reported issues until fully resolved or acceptable and agreed workarounds are provided. Visits to sites will be necessary where remote support is either not appropriate or an issue has not been resolved remotely.

To provide relevant and appropriate advice to all service users on good working practices, including (but not limited to) online safety, remote (home) working, and cyber-security related matters, (eg email phishing, malicious websites, and social engineering techniques), and Microsoft applications, (such as Word, Excel, Outlook, Teams, and SharePoint), and including web-browser-based versions.

To proactively canvass feedback from service users for analysis and for use as a basis for identifying areas of improvement.

3 People

To work with the head of department to develop and implement internal departmental policies, procedures and access levels for all IT staff, ensuring appropriate segregation of duties and responsibilities.

To identify possible end-user training requirements, as part of the support service.

To assist all IT Services colleagues with projects, system maintenance & upgrades when required to do so.

4 Financial

To work within the budgetary targets for the department.

5 Business Development

To identify areas of improvements, development opportunities and to feedback as part of the departmental communication channels.

Serve as a technical resource to project teams, both IT led, and non-IT led.

To regularly feedback to all members if the IT Services Department on relevant areas of work and any related issues.

To ensure all services & systems are fully documented and including when system upgrades or changes take place.

To maintain up to date technical knowledge and undertake relevant training where appropriate.

6 Operations

To manage the recording of IT assets, including movement tracking.

To maintain confidentiality at all times, working to Data Protection guidelines and respect privileged technical access to company files and information.

Ensure compliance with relevant statutory legislation, such as the Data Protection Act 2018 and Computer Misuse Act 1990.

7 Key Performance Indicators

To monitor system performance, and IT support staff performance and work with the team to continually improve service delivery.

8 Health and Safety

To comply with Company policies and procedures, safe working practices and statutory legislation at all times.