MORGAN
SINDALL
GROUP

Role definition

Job title:	Service Manager (Desktop Services)			
Initial reporting line:	Group Service Delivery Manager			
Direct reports:	Day to day responsibility for BT Desktop Services Operation			
Business unit:	**IT Shared Services - Operations**	Location:	**Rugby**	

Summary

The Service Manager (Desktop Services) role exists to manage the day to day activities of the partners that provide frontline IT services to Morgan Sindall – BT, EE, Alto Digital, Signals IT

Dimensions of the role are:

- Divisional Service Reviews
- Supplier management for Key Service Partners, including but not limited to: BT, EE, Alto Digital, Signals IT
- Travel to key divisional business and supplier locations regularly (UK-wide)
- Service monitoring and reporting
- Major Incident Management in support of Group Service Delivery Managers
- SLA measurement and achievement
- Divisional Issue Escalation
- Key ITIL Process development and maintenance
- Divisional Cross-Charging of Shared Services costs
- ISO27001 and ISO9001 IT Ops elements compliance
- Ensure the Ops Sharepoint site and logs are maintained and updated

The role requires a highly customer focussed approach with the business and collaborative approach across the IT community

Principal responsibilities and accountabilities

- Manage the day to day activities of the following suppliers – BT Desktop Services, EE, Alto Digital and Signals IT
- Work closely with the service analysts & the IT teams to ensure divisional and shared services are delivered in a seamless and joined up manner and that our services are meeting divisional expectation
- Be the key contact point for divisional service delivery manager escalations and assistance requests
- Deliver focussed and useful monthly and ad-hoc service reporting for divisional stakeholders as required
- Ensure adherence to the incident, problem and change management processes by customers and suppliers
- Manage the performance of our service partners/suppliers through regular service reviews, customer feedback and direct measurement of performance against defined SLAs
- Influence IT colleagues to achieve divisional goals
- Support the Group Service Delivery Managers with the implementation of CSI and Service Transition activities.
- Ensure adherence to the service catalogue standards and shared service processes.
- Major incident management and stakeholder communication as required in support of Group Service Delivery Managers
- Be the key operational link in to BT for day to day escalations
- Ensure the Service desk has the appropriate information about the division to provide effective support
- Design and delivery of an effective cross-charging and divisional billing mechanism
- Ownership of the Asset Refurbishment and Computer supply logistics arrangements to meet new starter and divisional asset replacement requirements

Person specification

Qualifications and training

- Experience in a customer facing IT technical or support role.
- ITIL accredited (Preferable)

Technical skills and experience

- Background in an IT customer facing role
- Excellent stakeholder manager and able to communicate at all levels
- A good understanding of Service Delivery principles and experience of delivering this through a combination of internal and external suppliers
- Proven track record in coordinating suppliers and internal teams to achieve service goals.
- Excellent communicator
- Strong
- Experience of the production of IT Reporting and MI which can be used to change the IT service to improve our customers' experience