

JOB DESCRIPTION

Job Title: IT Support Team Leader

Reports to: ICT & Digital Manager

Responsible for: ICT Officer, ICT & Digital Officer

Job Grade:

Purpose of the Role

The ICT Service Desk Team Leader is responsible for the effective day-to-day management of Drive's IT Service Desk, ensuring the delivery of a responsive, high-quality and user-focused ICT support service across the organisation.

The post holder will provide operational oversight, supervision and escalation support, while also contributing to hands-on technical support, user training and digital improvement initiatives.

Main Duties and Responsibilities

Service Desk Leadership & Supervision

- Oversee daily IT Service Desk operations, including workload allocation, prioritisation and service quality.
- Line manages the ICT Officer and ICT & Digital Officer, including regular 1:1 meetings, coaching, support and performance management.
- Act as the first point of escalation for complex, high-priority or business-critical incidents.
- Take a hands-on approach to service delivery, undertaking ICT Officer and ICT & Digital Officer duties as required to ensure continuity of service.
- Monitor Service Desk performance KPI's (which are set by the IT & Digital Manager) and contribute to continuous service improvement.

Incident, Request & Change Management

- Oversee incident, request and change management processes, ensuring agreed Service Level Agreements (SLAs) are met.
- Identify recurring issues and contribute to root-cause analysis and preventative planning.

Technical Support & Systems

- Provide second- and third-line technical support where required.
- Support systems administration, security management and liaison with external IT providers.
- Manage Drive's Microsoft licensing and associated costs within agreed budgets set by the IT & Digital Manager.
- Oversee the procurement of IT equipment, ensuring solutions are fit for purpose and meet organisational standards.
- Support the ICT & Digital Manager in the oversight of Azure services and reporting technologies.
- Undertake travel to Drive offices and service locations to support, maintain and troubleshoot network infrastructure, ensuring reliable connectivity across all sites.
- Oversee the lifecycle management of IT assets, including provisioning, tracking and disposal in line with organisational policies.

User Support & Digital Change

- Act as a Digital Champion for Drive, leading on digital and continuous improvement initiatives delegating to the IT & Digital Officer .
- Promote and embed a digital-first approach across systems, processes and procedures.
- Ensure that the IT and Digital Officer provides guidance and support to users with varying levels of digital confidence, ensuring a positive user experience.
- Contribute to the development and delivery of user training, guidance materials and digital change initiatives.
- Manage low-level website updates and support social media activity where required.

Cyber Security

- Ensure the IT Service Desk operates in line with ITIL principles and Drive's ICT and GDPR policies.
- Oversee day-to-day cyber security activity, ensuring continued compliance with Cyber Essentials Plus.
- Support the ICT & Digital Manager with the annual Cyber Essentials audit and maintain accurate asset and device records.

- Stay informed of emerging cyber security threats and best practice.
- Lead and coordinate penetration testing and phishing awareness initiatives.

Other Duties

- Support other departments as required and provide cover during periods of holiday, sickness or vacancies.
- The post holder may occasionally be required to undertake special projects or work outside of normal office hours.
- Attend conferences, training courses or trade exhibitions where required, including occasional overnight stays.
- Deliver IT training and contribute to working groups as requested.
- Maintain and update the ICT knowledge base, ensuring known issues and resolutions are recorded and shared.

General

In carrying out the above duties, the post holder will: • Seek to improve their own performance, knowledge and skills.

- Keep up to date with developments in subjects relevant to duties and responsibilities.
- Carry out duties as required.
- Be responsible for working in a manner that does not endanger the health and safety of himself/herself or others.
- Assist in the retention of best practice certificates such as Investor in People, Cyber Essentials Plus.
- Proactively monitor and implement the ICT Security policies.
- Ensure that all activities undertaken are carried out to the highest standards of integrity and professionalism in accordance with the organisations policies and procedures and compliance of the Equal Opportunities, Safeguarding, Confidentiality and Data Protection policies.

PERSON SPECIFICATION

QUALIFICATIONS	Essential	Desirable	How Identified
Educated to 'A' level or equivalent experience	X		Documents/Application Form
ITIL Foundation qualification		X	Documents/Application Form
Relevant Microsoft or technical certifications		X	Documents/Application Form
EXPERIENCE	Essential	Desirable	How Identified
Minimum of 3 years' experience working in an IT Service Desk / support environment	X		Application Form/Interview
Experience of supervising or supporting a team within IT	X		Application Form/Interview
Experience of managing incidents, service requests and escalations	X		Application Form/Interview
Experience of working with Microsoft 365 and related applications	X		Application Form/Interview
Experience of working with third-party IT support providers		X	Application Form/Interview
Experience of improving service desk processes and performance	X		Application Form/Interview
Experience of supporting digital projects or system rollouts		X	Application Form/Interview
KNOWLEDGE	Essential	Desirable	How Identified
Good knowledge of the Microsoft 365 environment	X		Application Form/Test
Knowledge of IT service management processes	X		Application Form/Test
Knowledge of IT hardware, software and networking	X		Application Form/Test
Knowledge of cyber security principles	X		Application Form/Test
Knowledge of ICT legislation and data protection requirements	X		Application Form/Test
Knowledge of service desk reporting and performance metrics		X	Application Form/Test
SKILLS	Essential	Desirable	How Identified
Ability to prioritise workload effectively and manage competing demands	X		Application Form/Interview
Excellent interpersonal and customer service skills	X		Application Form/Interview
Ability to explain technical issues clearly to non-technical users	X		Application Form/Interview
Strong organisational and planning skills	X		Application Form/Interview
Effective leadership and team support skills	X		Application Form/Interview

Excellent written and verbal communication skills	X		Application Form/Interview
Good judgement and problem-solving skills	X		Application Form/Interview
Fluent Welsh speaker		X	Application Form/Interview
PERSONAL QUALITIES	Essential	Desirable	How Identified
Flexible and adaptable approach to work, colleagues and customers	X		Interview
Ability to establish and maintain effective relationships at all levels	X		Interview
Attention to detail	X		Interview
Self-motivated and proactive	X		Interview
Commitment to excellent customer service	X		Interview
Ability to work both independently and as part of a team	X		Interview
Ability to remain calm under pressure	X		Interview
ADDITIONAL REQUIREMENTS	Essential	Desirable	How Identified
Committed to Equal Opportunities & Diversity	X		Interview
Committed to CPD and willing to learn and undertake training as required	X		Interview
Possess a valid full driving license and have access to a vehicle	X		Interview
Be able to work occasional evenings and weekends when required	X		Interview