

Job title:	Regional Service Delivery Lead
Directorate:	IT & Innovation
Date written:	October 2024
Notice period:	2 months
Job grade:	GG5-11
Job code:	1725

Purpose of job

Oversee and manage the team providing exemplary first line IT technical support to Abri's internal colleagues. This role manages each of the regional 1st line teams to ensure a consistency of service, effective management of resources, reduction in escalation and ultimately the frictionless access to IT services for colleagues.

Presence and accessibility are key. Understanding the challenges and opportunities that our colleagues across the regions experience will allow us to bespoke our approach to delivering technical support.

This role is not purely management and also requires the undertaking of 1st line activities. Whilst not limited to this, the type of technical activities to be undertaken could be anything from assisting with the installation, monitoring, maintenance, support, security, integrity and optimisation of IT hardware, software, and communication systems within agreed service levels.

Key duties and responsibilities

- Encompasses line manager responsibilities for all 1st line support analysts. The expected to manage, inspire and develop a group of individuals to successfully deliver high quality regional 1st line support services, ensuring quality customer experience is maintained.
- Key to the delivery of support is the troubleshooting and resolution of 1st line technical issues, hardware and application support queries and requests. As gatekeeper you will ensure that any escalation to other IT teams or 3rd parties is only undertaken when a thorough triage and recreation of the issue has been completed. This role acts advocates and demonstrates an “always learning” approach to minimise unnecessary delays to ticket resolution.

- A proactive, not only reactive service that seeks to minimise the impact of technical issues by stopping them before they occur. This involves analysis of ticket types and reduction in regularly repeating issues.
- Independently curious, evolving skills to respond to the ever-changing challenges associated with a rapidly changing IT offer. This means taking responsibility to understand the technology offer, how to support and ensuring the colleague experience is seamless.
- A key player in the deployment of all new IT initiatives, this role is critical in ensuring that not only can we effectively support the progressive technology, but instill confidence in our users that we can support their requests.
- Thorough understanding of the elements of technology delivered across the organisation. Including (but not limited to) the preparation of endpoints, their lifecycle support and subsequent decommissioning (agnostic of technology type).
- Incumbents of this role will be required to travel across the geography to support specific issues and regional colleagues.
- Critically the role holder will have empathy and patience, considering the user experience in every interaction.
- Carry out additional duties commensurate to the role.

Knowledge, skills and experience required

- Proven experience in IT support management or a similar role, preferably within a social housing or public sector organisation.
- Strong leadership and team management skills and exemplary customer service skills
- Proactive approach to minimising failure demand in service, learning from tickets and demonstrably reducing repeat issues.
- Experience of ITIL (qualification preferable) to ensure the principles are embedded and consistent service offer is achieved.
- Effective troubleshooting skills with the ability to diagnose and resolve hardware and software issues, or recreating to enable appropriate escalation.
- Experience of Operating Systems, basic networking, software installation and configuration, remote support skills and IT administrative tasks.
- A team player with drive, passion and enthusiasm.

- Proactive nature and the ability to act upon initiative and effectively manage the workload with the ability to prioritise and work under pressure and to tight deadlines with a keen eye for detail.
- Highly effective interpersonal skills: flexible and committed, enthusiastic, takes ownership, promotes sharing of ideas and supports team members with their duties as required.
- Possess initiative, excellent organisational and communication skills with the ability to work independently. Self-motivated and enthusiastic with a solution focussed, positive 'can do, will do' attitude, putting the customer at the heart of every interaction.
- Always curious with a willingness to learn and adapt to new technologies and processes.
- Security aware, understanding the criticality of Abri's approach to cyber security and ensuring it is deployed consistently.
- Full driving licence with appropriate business insurance and/or ability to travel in a timely and efficient manner to visit customers and attend meetings in areas not covered by public transport.
- Consistently demonstrates our Values and Behaviours.