

Helpdesk Manager

Shared Oxford Colleges Information Technology (SOCIT)

Job Description

Role Summary:

As the Helpdesk Manager at Shared Oxford Colleges Information Technology (SOCIT), you will be responsible for leading a team of Computing Technicians to deliver high-quality IT support services to several prestigious Oxford Colleges. Reporting to the Head of SOCIT, you will play a pivotal role in managing resources, optimising processes, and ensuring exceptional service levels across the organisation. This position requires a combination of strong technical expertise, effective leadership skills, and a commitment to delivering excellent customer service in a dynamic academic environment.

Key Responsibilities:

Team Leadership and Management:

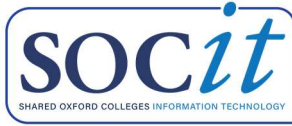
- Lead, mentor, and manage a team of Computing Technicians, providing guidance, support, and performance management.
- Foster a collaborative and positive team culture, encouraging continuous learning and professional development.
- Conduct regular performance evaluations, set objectives, and provide constructive feedback to team members.
- Provide training and guidance to Computing Technicians on new tools, technologies, and processes to enhance their skills and capabilities.
- Ensure adequate staffing levels to meet service demands, including scheduling and resource allocation.

Helpdesk Operations Management:

- Oversee the SOCIT Helpdesk (ticketing) system, ensuring service level agreements are met, timely resolution of support calls and efficient triaging of tasks.
- Monitor and report on helpdesk performance metrics, analyse trends, and implement improvements to optimise service delivery.
- Act as an escalation point for complex technical issues, providing guidance and assistance to resolve challenges effectively.
- Develop and maintain documentation of helpdesk procedures, workflows, and troubleshooting guidelines.

Manage the desktop assets:

- Manage the helpdesk software and hardware budget, developing short and long term budgets for SOCIT and individual Colleges and overseeing spend against budget.
- Manage the desktop assets in each of the individual Colleges, developing a life-cycle policy for replacement of these assets and overseeing its implementation.
- Create an asset register for each of the colleges and systems and processes for keeping it up to date.
- Collaborate with external and internal auditors as required.

**Process Improvement and Optimisation:**

- Develop, implement and document processes to streamline system builds, testing, and configurations, ensuring efficiency and accuracy.
- Identify areas for process improvement within the helpdesk operation, driving initiatives to enhance service quality and productivity.
- Evaluate the effectiveness of existing tools, technologies and workflows, recommending enhancements or alternatives as needed.
- Collaborate with cross-functional teams to implement best practices and standardise IT service delivery across the participating colleges.

Stakeholder Engagement and Collaboration:

- Collaborate with college stakeholders to understand IT requirements, priorities, and expectations.
- Build strong relationships with Fellows, college staff and students, fostering a customer-centric approach to IT support.
- Communicate regularly with stakeholders to provide updates on service delivery, initiatives, and projects.
- Stay abreast of emerging IT trends, technologies, and best practices through continuous learning and professional development, proactively identifying opportunities to enhance IT services and address emerging needs among the participating colleges.

Essential Requirements:

- Proven experience in a leadership or supervisory role within an IT support environment.
- Strong technical background with expertise in Microsoft Windows and Apple desktop environments.
- Excellent communication and interpersonal skills, with the ability to engage with stakeholders at all levels.
- Demonstrated ability to manage competing priorities and deliver results under pressure.
- Experience in staff development, performance management and team building.
- Commitment to providing exceptional customer service and promoting a positive team culture.

Desirable Skills:

- Experience in higher education IT support or research environments.
- Knowledge of TCP/IP networks and Windows server platforms.
- Familiarity with IT service management or project management frameworks.
- Certification in ITIL, CompTIA, or equivalent.