



# ROLE PROFILE

IT Support Team Leader



LANDMARC

## ROLE PROFILE:

IT Support Team Leader

**LOCATION:** Head Office

**REPORTING TO:** IT Service Manager

**RESPONSIBLE FOR:** approx. 5 x IT Support Analysts (plus 1-2 contractors as needed)

### Summary of Role:

Landmarc are the leading Industry Partner for the Defence Infrastructure Organisation (DIO) to manage and maintain the Defence Training Estate (DTE), and a new 10-year contract (TESC) with DIO commenced in April 2024. The IT Department deliver, support and maintain all the user facing IT Services for our people to do their jobs in support of contract delivery.

The IT Support Team Leader is responsible for leading a team of IT Support Analysts to ensure the efficient and effective delivery of IT support services. This role involves managing daily operations, overseeing the resolution of technical issues and acting as a technical point of escalation for the IT Support Analysts, ensuring high levels of customer satisfaction, and continuously improving service desk processes.

### Duties of Role:

*The following list is not exhaustive and other relevant duties may be required from time to time.*

### Primary Duties:

#### Team Leadership and Management:

- Line manage a team of IT Support Analysts providing guidance, support, and development opportunities.
- Conduct regular team meetings, performance reviews, and one-on-one sessions to ensure team alignment and growth.
- Foster a positive and collaborative team environment.
- Identify training requirements to enhance the team.

#### Service Desk Operations:

- Oversee the daily operations of the IT service desk to ensure timely and efficient resolution of user issues.
- Monitor and manage service desk performance metrics and KPIs, ensuring targets are met or exceeded.

- Develop and implement service desk policies, procedures, and best practices.

#### **Incident and Problem Management:**

- Ensure incidents and service requests are logged, tracked, and resolved in a timely manner.
- Escalate complex or high-priority issues to appropriate IT teams or management.
- Analyse incident trends and work with the team to identify root causes and implement preventive measures.

#### **Customer Service and Support:**

- Maintain a high level of customer satisfaction through effective communication and prompt issue resolution.
- Act as the primary point of contact for escalated customer issues, ensuring they are addressed professionally and efficiently.

#### **Continuous Improvement:**

- Identify opportunities for process and tool improvements and implement changes to enhance service desk efficiency and effectiveness.
- Stay up to date with industry trends and best practices to ensure the service desk remains current and effective.
- Provide training and development to the team on new technologies, processes, and customer service techniques.

#### **Reporting and Documentation:**

- Maintain accurate documentation of service desk procedures, policies, Knowledge Articles and user guides.

#### **Ideal Person:**

*The ideal person will have all of the essential 'what you know' and many of the desirables, exhibit the behaviours and values we seek, and MUST meet the prerequisites summarised below.*

#### **What you know (essential skills, experience and qualifications):**

- With strong experience of IT services, you have a firm understanding of how to support the day-to-day running of a business.
- Requires a good understanding of Service Management disciplines, processes, best practices and toolsets.
- Excellent stakeholder management and customer service skills.
- Microsoft Office skills.
- Service Management tool experience (e.g. ServiceNow, Halo).
- Experience of managing and improving IT Service Management processes
- ITIL qualified to at least Foundation level.
- COMPTIA A+ or equivalent certification.
- MD-102 or equivalent certification
- Act as the technical Subject Matter Expert on MDM giving advise for solutions and projects.

- Telephony platform management and administration.
- Act as a Major Incident Manager coordinating efforts and producing effective communication for the business.
- Good and comprehensive understanding of asset management.

### Desirable skills, experience and qualifications:

- Experience in Software Licence Management.
- Experience of working in a secure / restricted environment (esp. MoD).
- Project Management experience.

### What you can do:

- Communicate effectively (written and verbal).
- Effectively engage with business and technology stakeholders, with a customer service orientation.
- Provide constructive feedback to staff and take part in performance review sessions.
- Effectively lead and motivate a small team of people.
- Analyse business problems to help inform IT services and solutions.
- Work both independently and collaborate as part of a team.
- Health and safety conscious.
- Outcome and results-oriented.
- Proactive, Flexible and Positive approach to work.
- Respond effectively to conflicting work demands.

### Prerequisites for employment

- Eligibility to undertake BPSS & SC clearance (current SC clearance is desirable).
- UK Driver's license (desirable, to travel between Landmarc locations).

### Our Values

- Take time to take care of yourself, look out for yourself and others, and stop and step-in if you need to.
- Always do the right thing, not just the easy thing; integrity in all that we do at work and at home.
- Put the customer's needs first, in everything we say, consider or do.
- Promise only what can be delivered; once promised it's a Landmarc commitment.
- Take pride in what you do, you've a lot to be proud of.

## Our Behaviours

- Live Our Values, know what they are and what they mean to you and how they influence what you do, we should believe in them and demonstrate them always.
- Build Relationships, we are a people-business and relationships are the foundation of accomplishment. Take every opportunity to build and strengthen relationships with colleagues, customers and suppliers. Together we are stronger.
- Give Feedback and Recognition, creating an environment in which we openly and thoughtfully give and receive feedback and recognition builds trusting teams. Feedback and recognition also foster a culture of growth.
- Embrace Flexibility, in all that we do and how we do it. Change can come with or without warning and in either case, we must improvise, adapt and overcome to remain relevant to Our Mission.