



ROLE PROFILE

IT SERVICE MANAGER

LANDMARC

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IT SERVICE MANAGER

LOCATION: CONTRACT SUPPORT OFFICE

REPORTING TO: TECHNOLOGY OPERATIONS LEAD

RESPONSIBLE FOR: IT Service Desk

Summary of Role:

The IT Service Manager is responsible for ensuring effective service delivery of IT Services to Landmarc and its Customers. The role is responsible for driving service improvement, owns and strengthens our ITIL based processes and, builds positive relationships with our user community, positioning the IT Service Desk as a trusted and reliable service to the business.

The role leads and manages the IT Service Desk Team and takes an active role within the I&T Management Team.

Duties of Role:

The following list is not exhaustive and other duties of a similar level and nature may be required from time to time including complying with any new policies that are introduced.

Primary Duties:

- To be responsible for coordinating a team as the line manager by being the first point of contact, task allocation and managing performance.
- Understand the IT Service Management lifecycle, processes and functions.
- Maintain the Service Portfolio and Service Catalogue, ensuring that all information is accurate and up-to-date.
- Co-ordinate Major Incident Reviews, ensuring that any required actions are recorded and implemented.
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- Undertake the role of Change Manager, ensuring that appropriate processes are in place to effectively and efficiently deliver changes whilst minimising risk to production services.

- Ensure any new or changed IT services are fully prepared for live operation as part of service transition. This includes participation in operational readiness reviews, establishing training requirements for IT Service Desk and ownership of service definitions.
- Working with the IT Service Desk Team Leader, carry out trend analysis of Incidents to identify potential Problems, ensuring these are recorded and managed through to conclusion.
- Negotiate Service Level Agreements, then monitor and report on performance against the agreed service levels.
- Actively monitor Customer perception of the services provided through Service Review Meetings and Customer Satisfaction Surveys, analysing feedback to identify any opportunities for improvement.
- Manage improvements to IT Service Management processes and IT services.
- Conduct basic IT Service Management training to new starters in advance of a formal Foundation course and refresher conduct refresher training or overview training to staff and contractors as required.
- Support the delivery and development of processes and guidance for the contract requirements as specified below. Ensure that the appropriate section of the contractors plan is updated as required.

Module A
Sections & associated leaflets
<input type="checkbox"/> Information Management & AL-03
<input type="checkbox"/> Data Management & AL-04

Ideal Person:

The following lists detail the ideal person to carry out this role and will be used as the selection criteria during the recruitment process.

What you know:

- Knowledge of at least 3 IT Service Management lifecycle stages demonstrated through significant experience.
- Knowledge and experience of implementing, managing and improving IT Service Management processes.
- ITIL qualified to at least Foundation and Intermediate levels, and preferably Expert level.
- Knowledge and experience of ITSM solutions such as HaloITSM (or equivalent)

- Knowledge and experience of Telephony solutions such as RingCentral (or equivalent)
- Desirable knowledge of working within a restricted MoD environment.

What you can do:

- Excellent communication (written and verbal), collaboration, and customer management skills
- Experience of managing and motivating a small team
- Able to quickly understand existing processes
- Ability to manage and deliver change within a project management environment
- Ability to work at all levels of the organisation

Prerequisites for employment

- Full driving licence valid in the United Kingdom.
- Complete Baseline Personnel Security Standard – this is compulsory for all personnel who work for Landmarc Support Services Limited as Official Defence Contractors. This includes a Basic Police Disclosure, however, unspent convictions are not necessarily a bar to employment and will be reviewed case by case to ensure there are no risks to the security and integrity of the work completed by Landmarc Support Services Limited.
- National Security Vetting may be required however you will be informed of this requirement during completion of the Baseline Personnel Security Standard.
- Candidates must meet the UK residency requirements to undergo the above (5 years minimum).

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.