

Job description

<b>Job title:</b> Head of IT Operations and Support	<b>Status:</b> Full time, 37.5 hours per week
<b>Team:</b> IT Operations and Support	<b>Reports to:</b> Director of Information Technology
<b>Main Location:</b> Greenwich/Greenford/ London Bridge Study Centre	<b>Direct reports:</b> Yes
<b>Department:</b> Information Technology	<b>Departmental budget holder:</b> No

**Position purpose:**

The primary focus of this role is to provide an excellent level of IT support to students and staff and ensure that all GSM London production IT systems and services are maintained, patched, backed up and performing to specified SLAs and OLAs. The post holder will manage 1<sup>st</sup> and 2<sup>nd</sup> line support analysts including, Service Desk, Desktop support and Infrastructure analysts.

**Position accountabilities:**

Accountability	Key activities
Strategy	<ul style="list-style-type: none"> <li>• Providing input to and influencing the development of the strategy for IT. Horizon scanning for opportunities to enhance the delivery of IT related services to students, staff and stakeholders.</li> <li>• Play an influential role in Senior IT Management Team to ensure the activities of IT Operations and Support are aligned to the operational and strategic plans of the Institution and supporting the work of the Director of IT.</li> </ul>
Operations	<ul style="list-style-type: none"> <li>• Monitor all IT supported production systems and services</li> <li>• Ensure all systems are patched and maintained to an agreed level</li> <li>• Maintain all supported hardware involving 3<sup>rd</sup> parties as appropriate</li> <li>• Ensure all backups are completed as per documented processes</li> <li>• Maintain asset register of all IT supported hardware</li> <li>• Report and act on all and any IT security breaches</li> </ul>
Support	<ul style="list-style-type: none"> <li>• Provide 1st line support to all GSM London users (Students and Staff) via Service Desk</li> <li>• Provide 2<sup>nd</sup> line support for all support hardware, software and applications</li> <li>• Where appropriate escalate to 3<sup>rd</sup> line support via matrix management</li> <li>• Ensure all support requests are resolved “effectively” within agreed SLAs</li> <li>• Report on trends of KPI, recommend and implement improvement plans where appropriate</li> </ul>
Management	<ul style="list-style-type: none"> <li>• Manage and develop staff within the IT Operations and Support Team</li> <li>• Undertake continuous personal and professional development, and to support it for any staff you manage through effective use of Planning,</li> <li>• Carry out the Review and Appraisal scheme and staff development opportunities</li> <li>• Conduct all financial matters associated with the role in accordance with the Institutions policies and procedures, as laid down in the Financial Regulations</li> </ul>

Accountability	Key activities
	<ul style="list-style-type: none"> <li>Perform such duties consistent with your role as may from time to time be assigned to you anywhere within the Institution</li> </ul>
Stakeholder Engagement	<ul style="list-style-type: none"> <li>Build and maintain strong relationships with all key internal and external stakeholders.</li> <li>Clearly communicate information to stakeholders.</li> </ul>
Health and Safety	<ul style="list-style-type: none"> <li>Hold personal accountability in avoiding action that could threaten the health or safety of yourself, other employees, students or members of the public.</li> </ul>
GSM London good citizenship	<ul style="list-style-type: none"> <li>Hold personal accountability to ensure a continual focus on enhancing the student experience through actions, words and behaviour. Our students are the most important members of our institution and must be treated as such.</li> </ul>

**Key stakeholders:**

Internal:

- GSM Executives
- GSM Senior Management Team
- All IT Employees
- Programme Management Office
- Other IT Users including students and staff

External:

- External partners, suppliers and vendors
- Counter parts from other similar organisations

***Person Specification***

**Job Title** Head of IT Operations and Support

**Knowledge, skill and experience requirements:**

Essential:

- HND level in relevant discipline or significant experience in a similar role
- At least one Intermediate Qualification in ITiL
- Experience working within either Further or Higher Education
- Excellent communication (written and verbal) and interpersonal skills
- Ability to work on own initiative with minimal supervision
- Ability to work across disciplines at GSM London
- Ability to juggle conflicting demands and effectively prioritise
- Organised in approach to work
- Responsible and discreet
- Well-developed technical and non-technical documentation skills
- Demonstrated ability to operate a broad range of computer packages, including competent use of Microsoft Office

Desirable:

- BSc in a relevant discipline
- ITIL Expert Certification
- Able to explain complex IT concepts to a non IT audience

**Key behaviours:**

- Customer focus
- Attention to detail
- Planning and Organising
- Influencing and Negotiating
- Stakeholder management
- Computer literacy