

<b>Job Title:</b>	IT Service Desk Shift Lead
<b>Reporting to:</b>	Service Desk Manager
<b>Date:</b>	May 2021

<b>Brief overview of the role:</b>	<p>A great opportunity to join the expanding Prolinx Service Operation team at our Shrivenham site. We are looking to recruit an IT Service Desk Shift Lead to help drive the performance of our 24x7 IT Service Desk.</p> <p>Acting as a Shift Lead, your primary role will be providing guidance, support and coaching to a dedicated team of Service Desk Analysts, operating a 24 x 7 shift rota.</p> <p>Experience in driving Service Improvement activities is highly beneficial. We base our processes around ITIL best practice, so familiarity with this is highly desirable.</p> <p>You will be experienced in delivering against challenging SLAs in a Technology Managed Service organisation, whilst also striving to achieve the highest level of quality and customer service.</p> <p>This role plays an integral part for both Management Escalations and the Major Incident processes, performing a critical co-ordination role; working closely with our other technical teams.</p> <p>You will have previous management or supervisory experience, but for the right candidate we will look to support you if this is your first management role</p>
<b>Duties:</b>	<p>Routine duties include but are not limited to;</p> <ul style="list-style-type: none"> <li>• Work as part of the 24 x 7 Shift system on the IT Service Desk</li> <li>• Answer calls &amp; e-mails from our customers on the ITSD when workloads are high or during any reduced staffing levels</li> <li>• Act as a point of escalation for queries from colleagues and as part of the Major Incident process.</li> <li>• Assist the Service Management Specialists in the production of regular &amp; AdHoc reports.</li> <li>• Act as a champion for corporate processes such as Incident, Problem &amp; Change management, taking feedback to develop and maintain the processes and supporting procedures, ensuring an efficient and effective consistent service is delivered in line with customer SLAs.</li> <li>• Challenge poor performance or process and instigate improvement activities. Ensure working aids are appropriate and updated.</li> <li>• Coach, develop and motivate colleagues, offering training sessions to address gaps in capability.</li> <li>• Support the Service Desk Manager with people management activities such</li> </ul>
<b>Essential Skills and Experience:</b>	<ul style="list-style-type: none"> <li>• Ability to gain Government Security Clearance (SC)</li> <li>• A flexible approach to work at all times and the commitment to ensure tasks are completed to deadline</li> <li>• Exceptional customer service &amp; communication skills</li> <li>• Experience working with both internal teams and external suppliers</li> <li>• Support documentation management skills</li> <li>• Proven analytical and problem-solving abilities</li> </ul>

	<ul style="list-style-type: none"> <li>• Effective prioritisation and execution of tasks in a high pressure environment.</li> <li>• Willing to challenge and improve existing process in a constructive manner by appropriately negotiating and influencing key stakeholders.</li> </ul>
<b>Desirable Experience:</b>	<ul style="list-style-type: none"> <li>• Experience in working within an ITIL environment</li> <li>• Experience supervising a team</li> </ul>
<b>Technical Experience</b>	<p>Ideally experience on a Service Desk supporting the following technologies:</p> <ul style="list-style-type: none"> <li>• BMC Remedy (Incident, Problem, Service Request &amp; Change)</li> <li>• Cherwell ITSM tool</li> <li>• Solarwinds NPM, NCM &amp; SAM</li> <li>• Icinga monitoring tool</li> <li>• Windows 8/10 (For end user compute)</li> <li>• Windows Server 2008/12/16</li> <li>• Active Directory</li> <li>• RHEL 6 &amp; 7</li> <li>• VMWare vSphere 5.x &amp; 6.x</li> <li>• EMC Storage &amp; Backup</li> <li>• Veeam Backup</li> </ul>
<b>Shift Pattern</b>	<p>Current Shift Pattern: 4 on 4 off – 12 Hour Shifts</p> <p>Shift pattern: 4 day shifts*, followed by 4 days off, followed by 4 night shifts**, followed by a further 4 days off etc.</p> <p>*Day Shift: 7am – 7pm (12 hours)          **Night Shift: 7pm – 7am (12 hours)</p>

**Compliance with Company Policies, Procedures and Rules**

A condition of Employment as an Employee shall be, at all times, to comply with all Policies, Procedures and Rules of the Company, which include, but are not limited to: the Prolinx Integrated Management System (IMS) Manual, Prolinx Information Security Management System (ISMS) Manual and includes all Policies, Procedures and Rules specified in the Company’s Employee Handbook.

**Equal Opportunities**

Prolinx does not discriminate on the basis of race, religion, colour, sex, age, disability or sexual orientation. All recruitment decisions are based solely on qualifications, skills, knowledge and experience and relevant business requirements.

The Job Holder will understand the regulatory, fair trading and competition rules relating to their work sufficiently to be able to comply with them, relying on their knowledge or on their ability to recognise that they will need specialist support.

The Job Holder will actively support at all times company policy and best practice in the area of security, with particular emphasis on the protection of sensitive customer information. This includes the Security requirements of our customers

