JOB DESCRIPTION

London Business School

Job Title	IT Operations Support Specialist		
Reports to	IT Operations Team Leader		
Department	Technology Operations & Assurance – Customer Services		
Job Family	Business Services	Level	3

About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

With London in our hearts, we draw from its status as a financial, entrepreneurial and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

About the Department

Together Business Technology and Innovation (BT&I) and Technology Operations and Assurance (TOA) form the IT Department at LBS. We provide strategy, technology, innovation, information, data, customer and assurance services in the technology domain to the School at its main London campus and at its teaching facilities in Dubai.

BT&I leads on business engagement, strategy setting and solution design supported by a philosophy centered in design thinking and innovation with the customer firmly at the heart of all that we do.

TOA lead on the provision of customer facing IT support services, end user computing services, core infrastructure and innovative classroom technology. They manage technology security and risk and ensure all change is expertly delivered and quality assured via its change, program, project and test teams.

Within TOA, we spend a lot of our time building relationships with the business trying to understand their goals and objectives and how we can best serve those needs and

those of their own customers. We are focused on creating excellent customer experiences by providing services that combine technology, systems and processes to support this goal.

We try to anticipate need, respond rapidly to demand, continuously assess the external environment for the best ideas, innovate and ultimately challenge ourselves and the rest of the organization to be the very best we can.

We have a team of talented and committed individuals, who at a practical level design, build, operate & maintain a technology infrastructure capable of meeting the School's needs today and into the future. Establishes appropriate policy and supports the whole community in their use of the technology services we provide. Ensures that the whole community is kept safe from security risks and threats and that appropriate plans are in place to ensure business continuity in the event of a major incident. Ensures we are compliant with all our contractual obligations and regulatory requirements. Assures the quality of technology developments meets the highest of standards and appropriately prepares the business for the successful adoption and imbedding of technology change.

Job Purpose

The Operations Specialist is to manage incoming queries to the IT Customer Services team, logging, prioritizing and assigning tickets to the Operations Support Specialists and Support Engineers, and other IT Departments where appropriate.

This includes:

Managing the incoming email queue, logging the calls on the Supportworks System and assigning them to the IT Teams.

Responding to the emergency phone, transferring the calls or passing the information to the appropriate teams.

Identifying urgent requirements and ensure these are logged and assigned with the appropriate priority, communicating with IT teams and staff to ensure they are responded to effectively and in a timely manner.

Collaborate with all IT Teams to ensure calls are being allocated appropriately and evenly.

Liaise with customers to ensure required information is collected before calls are assigned, manage customer expectations.

Provide information and resolutions to customers to resolve queries, maintaining ownership of and responsibility for calls, seeing them through to completion.

Staffing the IT Welcome Desk on a shift basis, dealing with face-to-face enquiries and fixes.

The role reports to the IT Operations team leader and will be working as part of a team of six IT Operations Support Specialists.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Delivery and Support

- Apply specialist technical knowledge across a range of different areas to deliver required services in line with defined processes, escalating queries or tasks if outside own technical knowledge and/or standard procedure for own area.
- Respond to requests from all stakeholders, providing specialist advice to deliver the information and/or understanding they require and provide an excellent service.
- Resolve operational day-to-day issues referred from across the School, ensuring an efficient and first-class service is extended to all stakeholders.
- Design and develop materials and policy guidance, with supervision from more senior colleagues, for use in the provision of an efficient and effective business support service.
- Provide training to colleagues or stakeholders on an area of specialism to upskill and educate others in the business support services provided.

Analysis and Reporting

- Independently collate, cleanse and analyze data, and make recommendations based on analysis to support the department's decision making process.
- Liaise across the team and other departments to prepare reports to inform review, planning and decision-making.

Compliance

- Undertake investigations and inspections of data, processes and working practices in accordance with established procedure to identify actual/potential compliance issues and recommend appropriate action.

Contractor Management

- Oversee onboarding of contractors who are delivering services for an area of specialism for London Business School so that they are aware of the policies, procedures and key deliverables

Collaboration

- Collaborate closely with team members and other departments across the School to enable cross department working, to raise the team's profile, and to drive

consistency of approach/standards through the wider School, thereby enabling effective service delivery.

- **Project Management**
- Plan and deliver a range of straightforward projects, and/or contribute to more complex projects with guidance from more senior colleagues, to ensure delivery against project time, cost and quality standards, and targets.

Financial Management

- Monitor and review financial activity for own area of specialism to ensure the accurate completion of standard financial processes within budget and the provision of up-to-date information to support decision making.

Process Improvement

- Monitor processes, systems and practices within area of specialism, plan and carry out regular reviews to identify opportunities for improvement in light of changing needs, feedback and/or current best practice thinking; follow through on improvements once agreed.

People Management

- Please read the people management accountabilities section at the start of this Job Family document, and refer to the most appropriate level based on team size or level.

Change Management

- Champion change by role modelling the behavior expected from all colleagues, and follow through on new activities or actions brought about change to help support its successful implementation.

KPIs:

- Delivery of high-quality service in area of specialism.
- Area/team compliance with necessary regulations/processes.
- Production of high-quality reports, with the identification of trends and issues.
- Timely and robust onboarding of contractors.
- Projects delivered on time, on budget and to quality standards and targets.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Improvements to processes and procedures in own area of specialism.
- Up-to-date and accurate financial information for own service area.

Knowledge/Qualifications/Skills/Experience required
• Previous experience in a Customer Services role gained in an IT Service Desk, Desktop Support team or IT Service Management role. • Experience of working within an ITIL framework to deliver support both technical and administrative. • Able to work in a team to deliver a variety of tasks with a focus on end-to-end support. • Must be driven and passionate about delivering better solutions and services to our customers and stakeholders. • A well-organized, collaborative and creative professional approach. A positive team player with excellent interpersonal and communication skills. • Ability to manage conflicting demands and see the 'big picture' in order to prioritized. • Must be able to work in a back office environment and be customer facing. • A competent end-User of computing, especially Windows, Macs and MS Office. • Good interpersonal skills and the ability to work with a wide range of staff and customers. • Experience working within an IT support environment having previously supported, desktops, laptops and smartphones advantageous. • Previous experience of setting up new desktops, laptops, Apple MAC and mobile devices advantageous. • Knowledge of management systems to deploy and manage hardware and software. • Customer focused, passionate about customer services and service quality. • A quick learner who can absorb technical information. • Excellent written and verbal communication skills. • Excellent administrative skills and good time management. • Attention to detail, tenacity and taking ownership. • Ability to work both unsupervised and as part of a team. • Analytical skills, with the ability to see patterns and trends.

Resources including team management
Working in a team of 8 **Role involves working a shift pattern**

Staff	**N/A**
Budgets	**N/A**
Date Updated	**15/10/2019**