

JOB DESCRIPTION

Job Title	IT Support Manager		
Reports to	Head of Customer Services		
Department	Technology, Operations & Assurance, Customer Services		
Job Family	Business Services	Level	4

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 centred 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 organisation 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 embedding of technology change.

Job Purpose

This is an interim role, to provide leadership and direction to a large team of IT Support engineers, ensure Customer Experience is the primary driver of all work, and support the Head of Customer Services during a period of review of the Department's processes and recent structure transition.

Take responsibility for IT Support staff, overseeing, motivating and guiding.

Manage support capabilities to drive performance and delivery of support to a high standard with a strong focus on service excellence.

Support the Team Leader in managing and co-ordinating available resources to ensure the daily workload is consistently completed to a high standard.

Ensure IT Support staff use the service management platform correctly and consistently and that best practice is adhered to at all times.

Assist with co-ordination, management and communication to all stakeholders for major incidents, engage in post-incident reviews.

Support the Head of Customer Services in establishing and maintaining an organized, structured and well-managed working environment.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Strategy and Planning

- Contribute to the development of strategy for the area, ensuring that plans are aligned to wider departmental strategy and overall School goals.
- Contribute to the development of broader operational plans, manage operational plans in own area and enable successful implementation by prioritising and aligning planned activities.
- Contribute to the development of Key Performance Indicators to support the assessment of the quality and efficiency of service delivery.

Partnering and Service Delivery

- Partner with relevant area to understand their business goals and provide them with professional or technical advice, sharing expertise and information to support effective decision-making.
- Use specialist knowledge and information to diagnose and resolve technical issues within agreed parameters, escalating the most complex where appropriate.
- Manage the delivery of activities within a specialist area, in line with relevant policies and procedures, to ensure performance meets set targets/key performance indicators to support the School in the delivery of a first-class service.

Analysis and Reporting

- Process complex data and apply technical knowledge when conducting root cause analysis to identify solutions to complex issues/unique requests from students, colleagues or stakeholders from across the School.
- Extract data from multiple sources, check its integrity and produce reports for use by management.
- Liaise across the team to prepare complex reports to inform review, planning and decision-making.

Compliance

- Provide advice to colleagues and stakeholders on the interpretation of policies and procedures for an area of specialism, and support monitoring, to ensure compliance across the School.

Supplier/Contractor Management

- Monitor the quality of work delivered by third-party suppliers and agencies against service level agreements to ensure it is to the required standard, and provide feedback on performance to management. Take action as necessary based on feedback and escalate issue resolution when required.

Collaboration

- Partner, and build strong relationships with relevant areas to ensure good understanding of their business goals and that advice/service delivered meets and exceeds their needs.

- Develop and enhance relationships with stakeholders across the School to facilitate improved communication, support implementation of change programmes, and to monitor the level of satisfaction with service delivery.
- Represent the team to colleagues, stakeholders and cross-School groups, enabling cross-department working, spotting and initiating opportunities to collaborate for best business solutions.

Project Management

- Lead on the delivery of a portfolio of projects in own area of specialism, or act as an expert resource to or manage a work stream in a large/complex project, managing external suppliers/ contractors to ensure successful delivery within budget and to quality standards and targets.

Financial Management

- May oversee the co-ordination of financial planning and reporting, providing guidance as required to support colleagues to fulfil financial management responsibilities.
- May carry responsibility for a specific budget, fulfilling financial management requirements and ensuring the effective use of financial resources within budget.

Process Improvement

- Research best practice in own area of expertise, and review and analyse detailed business models to support senior management in developing and improving policies, processes and systems relevant to a specialist area.

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 behaviour expected from all colleagues, and consider the impact of change on all processes, systems and people to ensure appropriate steps are taken for successful implementation.
- Consult with and advise the business on change programmes and initiatives, influencing stakeholders so they become advocates for the change and support its successful implementation.

KPIs:

- Delivery of high-quality service in area of specialism.
- Development of solutions and improvements to complex issues within own area of specialism.
- Production of high-quality reports, with complex analysis to support management decision-making.
- Contribution to cross-School compliance with regulations and legislation.
- High-quality work delivered by third-party contractors and agencies.
- Projects delivered on time, on budget and to quality standards.

- Strong cross-team working relationships with key stakeholders.
- Positive feedback from students, colleagues and stakeholders.
- Improvements in commercial performance for the team or department.
- Contribution to the development of policies, processes and systems.

Knowledge/Qualifications/Skills/Experience required

- Experience in interim management of IT Support teams and services
- Strong background in service delivery
- Operational knowledge and experience in an IT Support environment
- Ability to remain calm under pressure, respond quickly to issues and effectively manage a variety of competing activities and priorities
- Ability to prioritise and focus on material issues
- Sound working knowledge of policies, regulations and legislation in area of specialism.
- Excellent analytical and problem solving skills.
- Decision maker, able to act on own initiative when appropriate but also ask for guidance when required
- Ability to manage multiple internal and external stakeholders.
- Excellent communication skills with the ability to engage a variety of audiences, ability to translate technical issues into transparent business language
- Experience of leading projects.
- Experience in effectively managing external suppliers/contractors.
- Financial management experience and commercial acumen.

Resources including team management

- Managing a team of 16 support engineers in total, including one team leader (two contract staff).
- Required to assist in the management of the Windows 10 upgrade project (in flight)
- Requirement for flexible working, possibly outside of normal office hours to undertake routine maintenance and deal with issues through to resolution

Staff	14 (+ 2 contract)
Budgets	Annual operating budget circa £1.2M Annual Capex budget circa £3M
Date Updated	12/11/2019