

THE ROYAL GRAMMAR SCHOOL, GUILDFORD
(Incorporating RGS Prep)



JOB DESCRIPTION
IT Service Delivery Manager

Reports to

Director of IT

Job Purpose

The IT Service Delivery Manager's primary responsibilities are:

1. Provide an exceptional level of customer service and technical support to all users of school IT systems.
2. Develop and deliver a strategic IT customer service development plan.

Managing the IT Help Desk Team, the IT Service Delivery Manager will establish excellent relationships with all school stakeholders, take ownership of and set high standards for IT service, and motivate the help desk team members.

Working across the RGS, RGS Prep, and Bradstone Brook sites, the successful candidate will establish and maintain best practice and develop the skills of the Help Desk Team to meet the changing needs of the school and the IT Services department.

Qualifications and experience supporting and troubleshooting Windows 10, Microsoft Teams, Microsoft 365, and Microsoft Intune in a large organisation are essential.

Attention to detail and organisational skills are key as the IT Service Delivery Manager will manage the help desk workflow, organise and manage support bookings and requests, and manage service contractors.

The IT Service Delivery Manager will act as an advocate for school IT services and work closely with the data management team, network team, and contractors to ensure that service is efficient and timely.

The successful candidate will be able to:

- Demonstrate exceptional customer service and communication skills – both written and verbal.
- Establish and maintain reporting methods and recommendations for service improvements.

- Take ownership of all IT service tasks, scheduled support events, and act as the first point of contact for staff and students.
- Demonstrate a high level of technical desktop support skills with relevant experience and qualifications.
- Support, develop, and maintain classroom audio-visual technology and seminar spaces.

The role will require travel between school sites within Guildford, with remote working an option when tasks permit.

Responsibilities

- Drive internal service review meetings covering performance, service improvements, quality, and processes.
- Be accountable for quality of service and performance; ensuring future demand from growth and projects is understood and factored into strategic plans.
- Lead and motivate the IT Help Desk Team to provide a high-level of service to all users of the school IT systems.
- Take ownership over all help desk tasks, and act as a point of the escalation for the IT Help Desk Team.
- Take ownership of desktop support incidents and ensure coordination of resolving parties, effective communication to stakeholders and inform post incident review.
- Monitor, control, and support service delivery; ensuring systems, methodologies and procedures are in place and followed.
- Assist in planning for major service developments and their implementation.
- Ensure that work assigned by the Director of IT is carried out efficiently by the IT Help Desk Team and that stakeholders impacted by changes are kept informed.
- Participate in training and other learning activities and performance development.
- Work with the Network Team to develop and deploy configuration changes and software installations on staff and student computers.
- Organise and manage support for offsite, out-of-hours and weekend events.
- Organise and provide support for event live streaming, recording, and video editing.
- Keep abreast of new technological developments in IT and present proposals with recommendations which would benefit the school.
- Carry out classroom IT maintenance and software installations.
- Work with external contractors to ensure that maintenance tasks such as printer servicing and door access maintenance are carried out.
- Maintain the IT asset register and monitor equipment loans.
- Manage the technical and logistical implementation of the exams process.
- Carry out other tasks considered appropriate by the Director of IT, Headmaster, or Bursar.
- Effectively manage the IT Help Desk team including mentoring, training, target setting and performance assessment.
- Be an ambassador for IT, working across the schools to provide effective communication on IT matters and build relationships with other teams to ensure effective dialogue between departments.

Skills and Qualifications

Essential

- Microsoft certifications and experience supporting Windows Modern Desktop, Microsoft 365 management and Microsoft Intune.
- Experience supporting and managing Microsoft Teams in a large organisation.
- Experience managing and supporting Windows 10, Active Directory and Group Policy.
- The ability to build new workflows to streamline departmental processes.
- Demonstrable experience delivering a high level of customer service and leading a team within a large organisation.
- To be an enthusiastic and positive individual who can stay calm in a busy environment.
- To have the ability to prioritise workload and work in an organised manner without supervision.
- Be able to troubleshoot IT issues independently, act as an escalation point for the IT Help Desk Team and implement solutions within the team and take workload from the network and data teams.
- Excellent and demonstrable leadership and people management skills.
- Excellent and demonstrable written and verbal communication skills.
- To be able to work under pressure to meet deadlines.
- Experience managing 3rd parties and 3rd party delivered services.
- Flexibility to be able to provide scheduled out-of-hours and weekend support.

Desirable

- ITIL certification.
- Experience and/or qualifications managing Active Directory and Group Policy.
- Experience in a similar role in another educational organisation.
- Full clean UK driver's license.

Job Requirements

The post holder will be expected to undertake a Disclosure and Barring check from Disclosure and Barring service amongst other safeguarding checks as stipulated by the Department of Education. In addition, safeguarding children in education training must be undertaken.

The post holder will have a full, clean, UK driver's license as travel between sites will be required.

Occasional out of hours and weekend work will be required, particularly when large projects are being implemented or to provide emergency support. Working hours must be flexible.