JOB DESCRIPTION

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| Title | Incident & Problem Team Leader |
| Business unit | CDS |
| Department | Service Delivery |
| Reporting to | Head of Service Delivery |
| Location | Leeds – Hybrid (minimum 2 days per month in Leeds office) |
| Core Support Hours | 08:00 – 18:00 |
| Working hours | 37.5 hrs per week |
| Clearance requirements | DBS & NPPV2 & SC |
| OOH – On Call | Yes |
| Notice Period | 3 months |

## **Purpose of the Role** (what is the function of the position?)

This is a client facing role managing an Incident & Problem team responsible for managing in excess of 100 tickets per week, ensuring CDS provide a quality service where support tickets are managed in a timely manner to meet or exceed SLA’s.

This role will lead the staff, resources, and processes of the Incident & Problem team, including the day-to-day operations and service level agreements. Responsible for maintaining the team’s performance, developing, and implementing strategies for improvement, and ensuring that customer service is consistently provided.  
  
The Incident & Problem Team Leader requires excellent customer service skills, strong problem-solving and analytical abilities, and experience managing a team in a service desk environment.

Under the direction of the Head of Service Delivery, the Incident & Problem Team Leader assumes day to day responsibility for communication, guidance and operation of the Incident and Problem management processes.

Occasional travel to other sites may be required for business needs including meetings, audits, training etc.

## **Organisation Chart** (Key reports and reporting lines)

## **Dimensions** (number of reports)

There are 2 direct reports to this position in the form of 2 Incident & Problem Coordinators.

## **Key Responsibilities**

### Incident/Problem Management

* Responsible for co-ordinating Incidents and Problems across multiple clients, ensuring correct process and procedures are followed and Incidents/Problems are accurately recorded, updated, and resolved, wherever possible within agreed SLAs.
* Monitor and assess performance of the Service Desk to ensure Service Levels are met.
* Assessment and improvement of the quality of Incidents and Problems for accuracy.
* Assess the priority of all Incident and Problems, based on impact and urgency.
* Co-ordination of Major Incidents, liaising between resolver teams, clients, and any other interested parties, ensuring regular Major Incident communications are sent.
* Create, prepare and distribute Incident and Problem Management documentation and communications including but not limited to:
  + Major Incident Communications
  + Local Work Instructions
  + Major Incident Reports
  + Root Cause Analysis
  + Management Reports and Analysis
* Housekeeping and queue management of Incident and Problem records and their associated documentation within the service management toolset.
* Provide knowledge, support, and training to any relevant stakeholders.
* Manage the Digital Service Desk mailbox ensuring all activities are actioned in a timely manner, reporting any ITSM/email integration concerns where necessary.
* Proactively identify Problem candidates to reduce ticket volumes and enhance the client experience.
* Identify opportunities and improvements for event monitoring.

### General

* Perform performance reviews, set objectives and absence management.
* Ensure that customer service is consistently maintained.
* Lead the Incident & Problem team, ensuring that all tasks are completed in a timely and professional manner.
* Day to day management of Incident, Problem and Request processes and procedures
* Monitor and analyse customer trends and feedback to identify opportunities for improvement.
* Assist in co-ordination of Incident and Problem records requiring Change or Release Management activities and associated transition to live.
* Contributing to the continual improvement of all processes and identifying areas for improvement
* Maintain awareness of all contractual and ISO requirements to ensure compliance.
* Chairing internal and client meetings
* Participating with both internal and external audits against processes i.e., ISO 20000, ISO 27001
* Production of the OOH shift rotas and submission to external OOH support capability
* Own and manage CDS’s external OOH support provider including new customer onboarding needs, issue resolution and service reviews.
* Managing, maintaining and recording the team members required skills and competency.
* Challenging/escalating failures in process and unsatisfactory performance
* Dealing with customer escalations as appropriate
* Resolving challenging situations, such as conflicting priorities or dissatisfied customers
* Attending customer service reviews, the Change Advisory Board (CAB) and project handover meetings
* Involvement with service design and Service Transition
* Some aspects of this Senior role are intended to provide contingency for the Incident & Problem team and Service Delivery Manager in times of absence and high demand.
* Other duties as reasonably requested.

## **Qualifications and Experience**

### Essential

* Minimum 5 years’ Service Management experience.
* Minimum 2 years’ experience in managing a Service Desk.
* Minimum of 2 years line management experience.
* Minimum ITIL V3 Foundation Certificate.
* Minimum of 2 years delivering cloud-based services (Azure / AWS).
* Knowledge of IT security principles.
* Ability to lead and motivate a team.
* Excellent communication and interpersonal skills.
* Knowledge of Service Management software (for example, Remedy, Service NOW, Alemba etc).
* Strong analytic and Problem-solving skills (5 Whys, FMEA, Fault tree).

### Preferred

* ITIL 4 Foundation Certificate.
* Service Desk Institute (SDI) Management Certificate.
* Experienced in the support of Cloudflare Zero Trust.
* Experience in supporting Content Management systems.
* Experience in supporting Case Management systems.
* Experienced in Agile delivery.

## **Service Management skills**

* Liaising with external customers and third-party providers to ensure services are delivered to the required standard and timeframe.
* Managing tickets through an ITIL-based, ISO 20000 certified full-service lifecycle: the Senior Analyst may be required to intervene, take ownership, or escalate at any stage of the service lifecycle.
* Ensuring tickets are updated and customers are kept fully informed of progress in accordance with applicable Service Management targets.
* Continuous monitoring of active tickets to ensure minimum standards are met and taking appropriate action where risk or non-compliance is identified.
* Ensure any risks are raised on the risk register and attendance at risk review meetings.
* Assisting the Service Delivery Manager in meeting key service targets and maintaining a high standard of service delivery to CDS’ customers
* Contributing to service improvement programmes across the department and with customers
* Assisting in CDS’ Change Management, Problem Management and Service Reporting processes

## **Personal skills**

* Strong interpersonal skills are essential as this role will involve liaising with customers and staff at all levels to ensure processes are followed and deadlines are met.
* Experience of Service Delivery and operating in an ITIL and/or ISO 20000 environment will be beneficial. Candidates should understand how structured, professionalised Service Delivery differs from IT support.
* The Senior Analyst must be comfortable working in an environment that can be busy and demanding.
* Self-motivation, tenacity and the ability to multi-task are important.
* Able to interpret and relay technical information in a none-technical manner.