University of Edinburgh
Job Description

1. Job Details

Job title: Customer Support Manager 011
School/Support Department: Management Information Services
Unit (if applicable): Customer Support team, part of Customer Services Group
Line manager: Assistant Director, Customer Services Group

2. Job Purpose

To manage the MIS Service Desk which handles service requests on all MIS hosted services. To deliver and manage the University Card and Visitor Registration Services and the University Desktop service available to administrative staff. To lead and manage the customer support team responsible for running these services.

3. Main Responsibilities

1. Management responsibility for MIS Customer Services and IT desktop operations ensuring that end users are delivered a high quality desktop service backed up with the level of support they require to use this effectively. Provide monthly reports with analysis of the performance of each service provided.

   Approx. % of time
   35

2. Lead, supervise, prioritise and develop the MIS Customer Services support team so that they have the motivation and skills to deliver required levels of performance.

   Approx. % of time
   20

3. Handle requests on the MIS direct services from members of the user communities to ensure that their requirements are met wherever possible in a way that meets both their needs and service levels are adhered to University standards.

   Approx. % of time
   10

4. Manage the production and issue of University cards to new students and staff. Plan and organise the large scale issue of cards, along with initial passwords and access instructions for the MyEd service, in the run up to and during the student registration process to ensure that all new students receive their cards and log in details on time.

   Approx. % of time
   10

5. Project manage upgrades and enhancements to the services provided by the team to deliver improved quality of service to the MIS user community.

   Approx. % of time
   20

6. Supervise the communication of service interruption notices to the MIS user community to ensure they are aware of the impact of any planned or unplanned service outages.

   Approx. % of time
   5

4. Planning and Organising

- Planning the ongoing upgrades and maintenance of the Customer Services operations and setting priorities for this work. Holding regular planning meetings with the support analysts running these services.
- Plan the issue of new University Cards with particular focus on all new students during freshers' week each year. Planning commences around four months in advance of card issue. Organise temporary staff to assist with the production and issue of the cards.
- Planning and organising the responsibilities, priorities and activities of all staff working within these MIS service areas including their operational and project responsibilities in addition to
their personal development planning. This includes the annual recruitment and development of the two student placements and ensuring they meet their course objectives.

5. Problem Solving

- Dealing with non standard requests from users, working out how these can be dealt with without compromising the quality of the service provided to other areas, following departmental procedures where possible.
- Working with technical experts during service outages to help resolve faults and provide service continuity where possible.

6. Decision Making

- Deciding the priority of the workload for the team whilst assessing and balancing the requirements of the user community with technical requirements for system upgrades and enhancements. These decisions are usually made with input from the assistant director.
- Reviewing proposals for changes to services to evaluate any risks to the service and recommending changes in process where required to reduce the risk.
- Deciding when communications should be issued to the user community during periods of service interruption and deciding on the most suitable wording of these notices.

7. Key Contacts/Relationships

- Service meetings with technical teams within MIS who support the infrastructure that runs the direct services.
- Regular contact with MIS management and team managers within MIS.
- Regular team meetings with members of the direct services teams.
- Regular contact from members of the MIS user community who require the services provided by the team.
- Contact with external suppliers for purchasing services and consumables for the University card services.

8. Knowledge, Skills and Experience Needed for the Job

- At least 3 years experience of providing customer service operations and solutions within an IT Helpdesk environment.
- Ability to run a support team which focuses on customers, effective communication and change management and which has to respond quickly to the requirements of the user community.
- Knowledge of project management procedures and methodologies.
- Understanding of the internal standards and procedures for providing direct services within MIS.
- Knowledge of the structure of the university and the particular IT services each area requires.
- Ability to produce both written and verbal reports to senior management
- Knowledge of Microsoft products and basic networking skills.

9. Dimensions

- Manage the MIS Customer Services operation consisting of over 200 applications, Helpdesk and IT desktop service available to all administrative sections, over 1,000 staff.
- Responsible for four full time staff and two student placements.
- Run the visitor system used by all schools and units.
- Provide university cards to all staff, students and visitors throughout the university, approximately 30,000 people.

10. Job Context and any other relevant information

Not applicable