

ROLE PROFILE

ROLE TITLE	IT Second Line Team Leader
DEPARTMENT	IT
DIRECTORATE	Orbit Corporate Services
RESPONSIBLE TO	IT Service Manager
RESPONSIBLE FOR	Second Line Support Staff

ROLE PURPOSE	<i>One or two sentences giving a simple statement of why the role exists</i>
<ul style="list-style-type: none"> • To lead a team of Technical Support Analysts, delivering Second Line and Remote Desktop Support services to the business. • To manage, support, mentor and develop Second Line staff, improving skill sets and raising the technical capabilities of the team. • To ensure that all Incidents, Service Requests and other tasks assigned to the team are resolved or fulfilled in accordance with standard processes, and within agreed Service Levels. • To work with the IT Service Manager to continuously develop and improve working practices, processes and standards within the Second Line team. • To coordinate and manage processes relating to the procurement, configuration and deployment of user IT equipment such as laptops, tablets, smartphones etc. • Responsible for the administration and accurate documenting of IT assets ensuring records are accurate and auditable. Tracking, recording, and maintaining assets through their lifecycle and ensure information on IT equipment assets are kept accurate and up to date in the CMDB. • To assist the IT Service Manager with the development of processes surrounding the ongoing administration, development and customisation of the IT Service Management tool, and deliver elements of this through the Second Line team. • To organise and oversee remote support visits, liaising with external support providers as necessary to ensure efficient use of support resources. 	

ACCOUNTABILITIES / RESPONSIBILITIES	<i>Statement of the main areas of accountability and responsibility</i>
	<ul style="list-style-type: none"> • Line Management of the Second Line Support Team. • Operational management of the Second Line workload. • Provision of Second Line Technical Support, advice and guidance to IT Dept customers, ensuring all Incidents and Service Requests are resolved or fulfilled in a timely and appropriate manner, and in accordance with relevant processes. • Development, implementation and delivery of an effective Triage process. • Work closely with the First Line Team Leader and Third Line Support Managers, to ensure smooth and effective inter-team working, in order to best support our customers. • Research and develop technical solutions as required for customer queries and requests. • Ensure all activities within the Second Line function are conducted within the scope of relevant defined processes, such as Incident, Problem, Change, Knowledge, Request Fulfilment etc. • To proactively identify risks, ensuring that they are effectively managed such that all IT related Second. • Analysing incident records to identify root causes or underlying errors.

KNOWLEDGE/SKILLS/EXPERIENCE/PHYSICAL REQUIREMENTS	<i>The tools needed to do the role</i>
Essential	<ul style="list-style-type: none"> • ITIL Service Management Foundation v3 Certificate or equivalent. • Microsoft certification and/or significant equivalent work related experience within a Second Line technical support role. • Significant experience of diagnosis and rectification of faults. • Strong knowledge of and experience with hardware, software and mobile technologies. • Experience with a range of technologies, including Active Directory, GPO, Citrix, Windows desktop, SCCM, Apple mobile devices, VOIP telephone systems, Networking (LAN, Wi-Fi, VPN), M365 etc.

	<ul style="list-style-type: none"> • Experience of Windows image build, configuration and deployment • Demonstrable experience using service management toolsets. • Demonstrable experience liaising with both internal and external suppliers and contractors. • Good team and organisational skills, including the ability to chair meetings, plan and manage resources (including suppliers) and ensure deadlines are met. • Experience of the supervision and/or Line Management of staff. • Capacity to keep abreast of and to adapt to new technology and tools both for internal IT use and to identify potential applications within the business. • The ability to work under pressure whilst maintaining a strong customer service ethic. • Excellent communication skills, both written and oral, and the ability to produce clear and concise work instructions and support documentation. • Full driving licence, and willingness to deliver support to sites across the Midlands, East and South East on occasion, as required.
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Orbit is an Equal Opportunities Employer and all staff are required to read and adhere to Group and local policies and procedures relating to Equality and Diversity

Orbit requires all employees to read and adhere to Health and Safety policies and procedures

Orbit requires all employees to read and adhere to all Orbit policies and procedures and Standing Orders.

Signed by Employee		Date	
Signed by Manager		Date	

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