

**Job Title:** IT Service Desk Lead  
**Department:** IT – Group Services  
**Based:** Hartlebury  
**Reporting to:** Head of IT

## THE COMPANY

Established in 1980, we're one of Europe's most experienced and largest, fully integrated, award winning communications agencies. From the strategic communication consultancy, to our complete in-house production facilities for digital media, video, events & print, we deliver to companies of all sizes that span a wide range of markets.

## PURPOSE

As a pivotal position within the company, you are responsible for coordinating all aspects of IT Support Service Delivery. Leading and guiding the team in providing a first-class service to all internal stakeholders

## PRINCIPLE DUTIES

- Responsible for leading the team of Service Desk Technicians
- Lead the change and continuous improvement of **DRPG's** service Desk Support Team and system
- Provide team mentorship, knowledge sharing and development in line with governance of the Service Desk resources
- Overseeing incoming request, incidents and issues from a diverse portfolio of in-house stakeholders
- Managing and co-ordinating complicated support issues
- Acting as an escalation point for all requests and incidents
- Developing and maintaining escalation process procedures
- Ensuring the timely resolution of incidents and requests in line with SLA's
- Implementing and maintaining best practice ITIL/ ISO / Cyber Essentials processes
- Provide data and report KPIs and trends to management on a regular basis
- Manage the process for communicating Major Incidents
- Managing any major incidents from start to completion
- Project work as required and directed by the Group and Head of IT
- Proactively drive own continued professional development (CPD)

*This list is not exhaustive and you will be expected to work flexibly and undertake other such duties as the management may from time to time reasonably require.*

## SKILLS, QUALIFICATIONS & EXPERIENCE

- Proven experience in a Service Desk environment / Lead role
- ITIL Service Delivery / ITIL Foundation understanding
- ITIL Service and Foundation understanding
- Service desk and incident management
- Service level management
- Prior experience in an IT related technical support visible stakeholder facing role
- Knowledge of ITIL methodologies (ITIL certification desirable, but not essential)
- Experience with providing first & second line support of desktop & data centre technologies (i.e. Operating Systems, Server, Network, Monitoring, Storage & Backup infrastructure.)
- Solid base of technical knowledge, with a skill level capable of supporting Incidents at the first level or beyond.
- Articulate and future focused with an anything's possible mindset
- Collaborative team management skills
- Complex understanding and experience of IT infrastructure support

#### **OTHER REQUIREMENTS**

- To undertake necessary travelling and time away from the office, for meetings, events, and any other requirements.
- A full clean drivers licence

#### **DATA SECURITY**

At all times you must work within the guidelines set out in the **DRPG** Information Security Policy and your Employee Confidentiality Agreement. Failure to do so may be treated as gross misconduct.

#### **FURTHER NOTES**

The role will be based primarily in our Worcestershire head office. There will be times when this role will require you to work from the company's other offices. You will be expected to work flexibly and undertake other related commercial duties both in the UK and overseas as the company may from time to time reasonably require.

At all times you must work within the guidelines set out in **DRPG's** Health & Safety Policy and Employee Manual.

***DRPG** is an equal opportunities employer.*