

Job Title:	Problem and Escalation Manager
Department:	Service Desk
Responsible For:	No Direct Reports
Reports to:	Service Desk Manager
Key Responsibilities:	<ul style="list-style-type: none"> - Preparation of incident trend reports with initial analysis of the output of such reports - Monitoring of Problem Records to ensure updates are provided within agreed timescales and progress is being made towards resolution - Communicate on problem resolution progress - Review of high Severity incidents to ensure the correct relationships to Problem Records are maintained - Provide input to and continually develop to meet the needs to the business, the Problem Management Process - Creation and distribution of procedural documentation and work instructions - Reporting and initial analysis of report results - Communicate and work with end customers and stakeholders to drive value for our customer base - Understands contractual deliverables for Problem Management and delivers consistently against these. - Co-coordinating and managing resource to resolve major incidents and investigate underlying problems to identify and mitigate root cause. - Production of associated reports pertaining to Problem and Escalation Management function - Involvement in design and implementation of policy and procedure for all Service Management processes - Creation and implementation of KPIs for internal team performance in order to meet customer SLA targets and to satisfy contractual and regulatory requirements. - Creating and distributing reports to analyse incident trends and identify required actions for continuous service improvement, and input to regular customer service reviews. - Creation and Management of continuous service improvement plans for incident and Problem Management.
Knowledge & Experience:	<ul style="list-style-type: none"> - Demonstrable ability of corporate awareness being able to communicate across disciplines at all levels with senior management, clients, and third parties, to director level. - Evidence of having regularly taken sole ownership for managing cross business incidents - The ability to immediately understand the extent of business impact on a client at all times and respond accordingly.

	<ul style="list-style-type: none"> - ITIL qualified and have completed recognised management training. - Extensive experience as an escalation point with ownership responsibility for resolution in an IT service related role supporting external clients/stakeholders. - Ability to manage and resolve conflict and to be able to work effectively at all levels of the business - Strong report writing skills - Excellent customer Service skills with the ability to proactively manage customer expectations in line with deliverables - Excellent working knowledge of Service Management Processes - Exceptional communicator, a sound influencer - Hold or be able to gain a UK Security Standard clearance
<p>Personal Attributes:</p>	<ul style="list-style-type: none"> • Strong organisational skills • Analytical, with exceptional attention to detail • Passionate, professional, with a 'can-do' attitude at all times • Reality based Optimism i.e. perseverance, determination. • Learning Based agility • Self-motivated and looking for challenge • Mature in attitude and with the confidence to liaise with clients on a one to one basis • Proactive thinking • Problem management and solving • Intuitive and balanced decision making • Conceptual thinking • Excellent communication and negotiation skills. • Innovative thinking, in terms of service quality and improvements within the boundaries of the business' limits (resource, budgetary, legal etc.) • Patience, tolerance and resilience. • Understanding of Service Management Methodologies and best practice with the demonstrable ability to put these into practice
<p>Qualifications:</p>	<ul style="list-style-type: none"> • Education - to A-level/GCSE or equivalent • ITIL Accredited or equivalent (relevant intermediate modules desired) • Prince 2 (desired)