



Job Description: IT Service Desk Manager



IT Service Desk Manager

REF: ICT042 - 878

The role:

The IT Service Desk Manager will lead the support function of the IT Team. The IT Service Desk Manager will be responsible for managing the day-to-day operations of the service desk, mentoring a team of IT Technicians and implementing best practices to optimise service delivery.

The role requires excellent communication, organisation and management skills, a strong technical background, and a commitment to providing outstanding customer service.

Responsible to:

The postholder is responsible to the Head of IT.

Key Accountabilities and Responsibilities:

- Ensure the service desk is operating efficiently, redirecting tickets as required and ensuring issues are followed through to completion, assisting your colleagues to ensure that the IT Team meets the SLAs.
- Maintain and develop both the physical and digital IT Service Desks.
- Develop and implement service desk policies, procedures and workflows to ensure the efficient and effective delivery of user support.
- Monitor service desk performance metrics, analyse trends, and identify areas for improvement.
- Participate regularly in Service Level Reviews with Heads of Division and Curriculum Leaders.
- Support 1st & 2nd Line Staff within the IT team to ensure the smooth running of all end-user and classroom equipment and responding to service requests as well as incidents and problems.
- To supervise and assign roles/tasks to members of the IT team and assist them at busy times.
- Ensure all end user and classroom equipment is fully functioning and perform regular maintenance on IT equipment.
- Ensure that escalated incidents and problems are quickly rectified using the IT Service Desk and ensure that the IT policies are adhered to. Carry out fault-finding, repair equipment where possible and organise external repairs where necessary.
- Ensure staff and students have access to digital resources they have been authorised to use.
- Ensuring Exams are supported for all the required IT needs, led by the Exams team.
- Assist in the planning and with the installation and configuration of all new hardware to ensure that it operates to maximum potential.

- Ensure appropriate user support during the deployment of new IT solutions.
- Ensure the IT asset register and IT inventories are kept up to date and to provide regular reports to the Head of IT.
- To work across all units of Southport Education Group.
- Provide training, support and guidance to staff as required in all applications & systems used by staff and students to a basic minimum level. This will include formal and informal training sessions.
- To assist the Head of IT in keeping IT policies and procedures up to date.
- Ensuring that systems and software are implemented in line with the IT policy. Be aware of Health and Safety matters relating to IT and have knowledge of and be able to implement safe working practices.
- Ensure the safeguarding & data protection policies are implemented and adhered to.
- Keep up to date with new technology, advising and recommending where appropriate.
- Any other duties commensurate with the post, as agreed with the Head of IT.
- To act as evening Duty Principal on a rota basis.
- To deputize for the Head of IT in the case of absence
- To actively promote the positive development of equality and diversity within the section and the College.
- To undertake other duties consistent with the nature and scope of the role

The above duties are indicative of the requirements of the post at the time of recruitment. It is management policy that roles and responsibilities are reviewed on a regular basis leading to possible modifications where appropriate. Staff may be asked to undertake other duties as may be reasonably required commensurate with the post, at the initial place of work or at other locations from which the College operates.

The Person:

The successful candidate will be the one whose professional and personal qualities correlate most closely with the following profile:

Qualifications and Attainments	Essential/ Desirable	Method of Assessment
Educated to degree level, equivalent IT qualifications or relevant experience. (E.g: ITIL, FitSM, Microsoft)	E	A
Experience in managing an IT Service Desk	E	A/I
Experience with Helpdesk software (E.g. Zoho Desk, ManageEngine)	E	A/I
Experience and knowledge of working in an educational environment	D	A/I

Experience		
Experience in IT Service Management including incident and problem management	E	A/I
Experience of managing a service desk team and being held to SLAs	E	A/I

Experience of balancing tasks amongst a team with wide-ranging skills	E	A/I
Working knowledge of Microsoft 365, Intune and Entra ID	E	A/I
Working knowledge of Local Area Networks and experience of fault finding	D	A/I
Working knowledge and experience of working with virtual servers, Active Directory, Group Policy objects, DNS, DHCP	D	A/I
Experience of school-based systems (ApplicaaOne, ProSolution, PayMyStudent or similar)	D	A/I
Excellent knowledge of Audio-Visual equipment	D	A/I
Experience of managing 3 rd -party technical support	E	A/I
Familiarity with Cyber Essentials, Cyber Essentials Plus, ISO 27001	D	A/I
Experience in mentoring or team management	E	A/I

Knowledge, Skills and Attributes		
Excellent customer service skills	E	I
Clear and confident communicator, able to work cross-functionally with both technical and non-technical teams	E	A/I
Ability to author policies and technical documentation	D	A/I
Willingness to travel between school sites	E	A/I
A commitment to observe and promote the College Values	E	A/I
Evidence of pursuing a programme of continuing personal development	D	A/I
A commitment to equality of opportunity	E	A/I
Demonstrates high standards and high aspirations for self, colleagues and students.	E	A/I
Willingness to take individual responsibility	E	A/I
Commitment towards developing an open, honest and respectful culture	E	A/I
Ability to work in a way that promotes the safety and wellbeing of children & young people	E	I
To work in accordance with and promote the Southport Education Group's Staff Charter, "Our Values"	E	I
Positive, flexible and adaptable approach	E	I
Willingness to commit to adhering to Southport Education Group policies and procedures with regards to Safeguarding, Prevent, Equality & Diversity, Health & Safety, GDPR etc.	E	I

Method of Assessment: A – Application, I – Interview, AS – Assessment

Salary:

£33,000.00 to £35,160.00 per annum

Summary of Terms and Conditions of Employment:

There will be an annualised working year of 1,498 hours. The weekly pattern of hours to be worked are commensurate with the needs of the College.

The post-holder will be entitled to receive normal remuneration for all Bank and Public Holidays normally observed in England and Wales (currently eight days) and to a further 39 working days' holiday in each holiday year (being the period from 1 September to 31 August). The College may close for a number of working days in the interest of efficiency. If this occurs the taking of annual leave will be directed by the Corporation up to a maximum of 9 days. Typically, these closures occur over the Christmas and Easter periods.

Evening and/or early morning duty may be necessary during August, September and January for enrolment/examination registration and general enquiries. Annual leave may not be taken from 20 August until the 2nd week in September.

The postholder will be eligible to contribute automatically to the Merseyside Pension Fund (subject to qualifying conditions). Details of the scheme in operation can be found in the vacancies area of the College's website.

During their employment with the College the postholder will be expected to conduct themselves in a manner appropriate to the professional image of the College. The postholder will be expected to provide a prompt and efficient service and to maintain appropriate standards of personal appearance at all times.

A disclosure from the Disclosure and Barring Service (DBS) will be requested in the event of a successful application to this post.

All applications for disclosures are dealt with in accordance with the DBS's Code of Practice and the College's Policies on The Recruitment of Ex-Offenders and on The Storage, Handling, Use, Retention and Disposal of Disclosures and Disclosure Information. Copies of the Code of Practice are available from the Human Resources Department on request. Copies of the policies are available on the College's website on www.southport.ac.uk and the College's Intranet.

Southport Education Group is committed to safeguarding and promoting the welfare of children and young people. Copies of the College's Child Protection and Vulnerable Adults Policy and Procedures are available on the College's website on www.southport.ac.uk and the College's Intranet.

Timetable for Appointment:

Deadline for receipt of applications: Monday 12th October 2026 (10:00am)



Interviews will be held:

Thursday 22nd October 2026

Application Procedure:

An application form should be completed and supported by a letter of application, which succinctly but comprehensively identifies your reasons for applying and how your career to date may have equipped you for the post.

Completed applications should be returned via email to personnel@southport.ac.uk

CVs alone will not be accepted.

Upon receipt of your emailed application form, we will acknowledge your application via return email. If you haven't received a confirmation email prior to the closing date for the vacancy, please check your 'spam' or 'junk mail' folder. If the email is in this folder, please mark it as 'not spam/junk'. This should ensure that any further emails we send to you are not missed.

In the interests of economy, you will not hear from us again unless you are shortlisted. Your interest in the post is greatly appreciated.

