

Job description

Job title: Senior MIS Service Desk Consultant

Reports to: MIS Manager

About School Business Services

School Business Services (SBS) are one of the UK's leading suppliers of education support services with a portfolio that includes the full spectrum of ICT, Finance, & MIS offerings. All our services are managed and delivered by a team that has a wealth of experience and an excellent reputation within the education arena.

SBS provide support services to schools (primarily ICT, MIS and Finance). The company has its head office in Poole and an office in Milton Keynes which runs the service desk for both MIS and ICT.

The service desk operation within SBS is a critical part of our service to schools, the central part of the company for our main services serving customers and employees alike. The service desk is the first point of contact for all our customers, suppliers and colleagues and will always be the main hub of our company.

Principal job function

The post holder will be required to work as part of a small, but hugely important, team that will maintain our high level of service. The post requires excellent communication skills and customer service and a sound knowledge of education establishment requirements.

The post holder will report to the MIS Manager and the duties will include:

Duties & responsibilities

1. To work as a member of the MIS escalation sub-team to resolve customer issues.
2. To maintain regular contact with the customer throughout the case lifecycle, ensuring high levels of professionalism.
3. To investigate case through to resolution, escalating to third party or Senior Consultants as appropriate, ensuring case ownership throughout.
4. Incident management - Customer calls to our service desk need to be dealt with professionally, recorded on our information management system and managed through to resolution, following our KPI's for call resolution times.
5. Escalation - where cases are more complex or exceeding KPI resolution times the post holder will follow the defined escalation procedures appropriate to the product.
6. Where appropriate, use remote access software to access school systems to fully investigate and resolve any problems.
7. To identify problems and escalate to MIS Manager/Service Desk Supervisor as appropriate.
8. To be the 2nd line expert in secondary school SIMS modules
9. To act as a mentor and trainer for first line team members, to encourage more cases to be resolved at first point of contact.
10. To be undertake the delivery of chargeable or SLA remote or on-site consultancies as required.
11. To assist with the scheduling of SIMS upgrades and patches, ensuring that dates and times are agreed with the relevant customer or third-party provider and logged in agreed locations.
12. To ensure that any upgrades and patches have been deployed successfully. Where unsuccessful, to log, investigate and escalate as appropriate, through to successful outcome.
13. To commit to undertake continual training and development in the products supported.
14. To contribute to the development of the service to further expand into other educational establishments.
15. The role will be a mix of office based, home working or on-site school consultancies, therefore a willingness to travel is essential.

Any additional duties commensurate with the post as specified by the MIS Manager.
