

					ROLE PROFILE	
					Technical Specialist – IT Service	
Reports to:	Relevant Process Team Manager					
Grade:	Professional / Technical			Job Family:	IT Service	
Leadership Responsibility:	Direct Reports:	Min. 2 – Max. 8	Indirect Reports:	0	Regulatory Information:	Not Applicable
Location:	Binley, Coventry. Team-led hybrid working arrangements apply.			Working Hours:	35	
ABOUT THE ROLE						
<p>Working in the IT Shared Services area of IT Service this role ensures ITIL best practice is adopted and promoted across the organisation. Continually assesses ways of working in order to develop or revise artefacts and processes that improve team efficiency and effectiveness. A role model within the team who provides mentoring and coaching to peers and junior team members.</p> <p>We are looking for those who can demonstrate knowledge and experience in one or more of the below areas of IT Service Management:</p> <ul style="list-style-type: none"> • Change Management • Config and Asset Management • Service Transition (Service Introduction / Release Management) • Incident and Problem Management • IT Service Desk • Service Management • Capacity Management 						
ABOUT YOU						
<p>You are passionate about ensuring the business delivers a great customer service and experience. Seeking to understand how decisions impact the end user and asking question to gain insight into the customer perspective and experience.</p> <p>You create a culture of continuous improvement. You learn from mistakes and use the experience to change how you and the team respond to similar situations in the future.</p> <p>Intellectually curious; you encourage ideas and challenge.</p> <p>Highly self-aware and emotionally intelligent, you understand your impact on others and take time to understand all colleagues and help them to operate at their best.</p> <p>With great resilience you maintain energy and enthusiasm and embrace situations positively.</p>						
REQUIREMENTS						
<ul style="list-style-type: none"> • Demonstrable broad expertise in their process discipline with considerable depth in chosen specialist areas. • Professional ITIL certification or similar would be desirable. Working knowledge of other ITIL processes. • Working in Agile\Devops\SafE models would be an advantage. Financial services experience would be desirable. • Experience of using the Microsoft Office products to create and manage documentation, as well as use of ServiceNow as the primary Service Management tool. 						

YOUR KEY RESPONSIBILITIES (Detailed performance objectives will be set by your manager)	
In addition to the key responsibilities outlined above you will also:	
General Profile	<ul style="list-style-type: none">Responsible for performing effectively in the process area for which they are responsible, always looking for ways to improve.Continually assesses the current ways of working and develops new or revised artefacts and processes.Delivers innovations inside or outside the team. Coaches other team members to look for improvements.
People & Relationships	<ul style="list-style-type: none">Works collaboratively to build and maintain effective working relationships with teams across the organisation.Promotes a safe environment to allow new ideas or challenges to be discussed.Ensures process best practice is adopted across the organisation to enable business outcomes in required timescales.
Governance, Risk & Controls	<ul style="list-style-type: none">Responsible for effective governance of all deliverables produced, whilst working with the portfolio or platform team as well as providing guidance and support to Technical Services to ensure alignment to standards, policies, and procedures.Provides sign-off for both peer and formal reviews of documentation and representation in relevant governance forums.Provides consistent and accurate management information to senior management team.Encourages a culture of risk identification and appropriate action.
Impact, Scale & Influence	<ul style="list-style-type: none">Impacts all teams across the organisation.Contributes to the delivery of process changes to improve effectiveness and usability for business value.
Decision Making / Problem Solving	<ul style="list-style-type: none">Takes ownership for issue resolution and constituent tasks, working with other teams to complete tasks which improve the resilience of product and infrastructure services.Continually assesses the current ways of working and develops new or revised artefacts and processes. Delivers innovations inside or outside the team. Coaches other team members to look for improvements.
Comparable Roles	