

Post Title:	IT Helpdesk Team Leader	Post Number:	CS1396P
Daily Supervision:	IT Support Manager	Grade:	LCCSS Scale 8
Department:	IT	Last Updated:	November 2025

Our Purpose: Be Ready...

Realise Aspirations, Shape Futures, Serve our communities

Our Code:

We CARE deeply about achieving outcomes in the right way and expect staff and students to behave with....

Community

Accountability

Respect

Excellence

Job Purpose

To oversee the IT Helpdesk and Support function and to perform supervision and oversight such that IT incidents are optimally allocated, are escalated across sub-teams as necessary and are resolved efficiently including underlying causes.

The core purpose of the IT Helpdesk Supervisor role includes the following aspects:



Principal Duties and Responsibilities:

1. To directly line manage the 1st line IT Technician team.
2. To deliver effective and timely performance management reviews, and to set and measure objectives.
3. To undertake sickness absence management including return-to-work processes and where necessary stage 1 and stage 2 processes.
4. To ensure IT Helpdesk tickets are allocated quickly and effectively.
5. To ensure IT Technicians take ownership of their assigned tickets and resolve them as efficiently and effectively as possible.
6. To ensure that as tickets are closed, exemplary customer service is delivered and that customers problems are resolved, permanently where possible.
7. To ensure that tickets that are long-lived are dealt with effectively and efficiently and not left.
8. To ensure that tickets are escalated from 1st to 2nd and 2nd to 3rd line where appropriate and that the issues and the underlying causes are addressed.
9. To ensure that all team members deliver consistently outstanding customer support.
10. To ensure that customers receive frequent feedback, including where no progress can be made.
11. To identify, design and implement improvements to process and procedure relating to IT Helpdesk and IT tickets.
12. To ensure that communications flows through the 1st, 2nd and 3rd line teams and that all technicians are aware of their responsibilities.
13. To ensure that all campus sites receive an equitable service.
14. To ensure that all 1st line IT Technicians are developed and upskilled to become technically proficient.
15. To accept responsibility for the implementation of the College's Equal Opportunities policy throughout all personal contacts in the College and within this area of responsibility.
16. To maintain professional standards and expertise by undertaking relevant professional development, including ensuring that knowledge regarding changes to relevant legislation is kept up to date.
17. To maintain quality standards appropriate to the post.
18. To conform with the Health and Safety requirements relevant to the post.
19. To be responsible for the safeguarding and promoting the welfare of children wherever applicable within the role.

N.B. This is not a complete statement of all duties and responsibilities of this post. The postholder may be required to carry out other lawful and reasonable duties as directed by a supervising manager.

Person Specification:

Knowledge	PSM
1. HNC / GNVQ Level 2 in Computing with relevant experience	A/I
2. Industry accredited certification in ITIL Foundation, or equivalent	A/I
3. Knowledge and experience of directing, managing, organizing, and prioritizing Desktop Support Technicians in a busy IT service delivery environment	A/I
4. Knowledge and experience of being responsible for service standards, service management, and service delivery in an busy IT team including both team members under direct line management control, and team members line managed by other team leaders	A/I
5. Knowledge and experience of managing in a challenging customer service environment and of dealing with customer-related issues and operational conflicts	A/I
6. Knowledge and experience of implementing and operating service level agreements and service level reporting	A/I

Skills/Abilities – Interpersonal	PSM
7. Effective prioritisation and time management	A/I
8. Self-motivation & enthusiasm for technology and customer service	A/I
9. An effective team-player who works well with other team members and who is also able to work on their own	A/I
10. The ability to maintain accurate and comprehensive records	A/I
11. The ability to provide outstanding customer support through effective and inspiring interaction with customers	A/I
12. The ability to quickly pick up new skills and technologies through ongoing self-improvement and formal training	A/I
13. Excellent communications and interpersonal skills (including written, spoken, and all other channels)	A/I
14. The ability and willingness to undertake relevant staff development	A/I

Experience	PSM
15. Experience of overseeing and supervising an IT Helpdesk function	A/I
16. Experience in delivering exemplary customer service	A/I
17. Proven experience in line management of staff and specifically of IT technicians	A/I

Skills/Abilities - Other	PSM
16. Responsibility for safeguarding and promoting the welfare of children wherever applicable.	A/I
17. The ability to promote equality, diversity and inclusion throughout all aspects of the role.	A/I

Prepared By:	GH
Date:	November 2025

Proposed Selection Method Key (PSM)		
A = Application	I = Interview	T = Test

VISION 2030

LINCOLN COLLEGE GROUP STRATEGY 2025-30

OUR PURPOSE *BE READY...*

**REALISE ASPIRATIONS;
SHAPE FUTURES;
SERVE OUR COMMUNITIES.**

OUR CODE

Our Group Code sets the tone of how we behave and achieve our Purpose because **You Matter**.

We **CARE** deeply about achieving outcomes in the right way and expect staff and students to behave with...

COMMUNITY

We will prioritise empathy, compassion and wellbeing. Our goal is to develop a positive community where the mental and physical health of staff, learners, governors and key stakeholders is emphasised.

ACCOUNTABILITY

We will all act with integrity and transparency, take full ownership of our actions and deliver on our commitments, impacts and outcomes.

RESPECT

We will all create an inclusive environment where everyone is valued, trusted and treated with consideration, kindness and fairness.

EXCELLENCE

We will all drive innovation and pursue extraordinary quality through an "ambitious spirit", consistently striving for the highest standards in all we do.

OUR PRIORITIES

Over the next five years we will achieve "Our Purpose" by delivering on our strategic priorities set out in full detail in 7 strategic plans.

In summary we will:

