



Job Code (if applicable):	
Job Title:	ITD Enterprise Services Support Lead
Submitting Institute/Division/Hospital:	Cleveland Clinic London
Submitting Department:	Information Technology
HR Business Partner/ Generalist:	Kash Mawdia
Date Submitted:	

To be completed by HR Business Partner/HR Generalist or Submitting Manager

Is this job (check one): ☐ Clinical ☒ Non-Clinical
Is this job (check one): ☐ Patient Facing ☒ Non-Patient Facing

Tier:

Notice Period: 2 months

Job Profile Summary:

The IT division of the Cleveland Clinic in London are currently looking for an experienced, professional, and well-presented **ITD Enterprise Services Support Lead** join the team.

The post holder is required to help the ITD Enterprise Services Support Manager to deliver a best in class service to Cleveland Caregivers supported by a team of engineers and working towards as well-established processes.

The role will consist of regular technical support delivered directly to technology users but also internal continual effort in improving the service provided to the caregivers. To this extent, the role will have a significant involvement in creating and maintaining well documented ITIL processes, contribute to develop a strong knowledge base and coordinate team tasks using our IT Service Management tool. These tasks will be key to our strategy and to the success of an efficient service delivery.

The role will be working as part of a growing team so they must be a good team player while also being capable and willing to work on their own initiative and manage their own workload.

Job Responsibilities:

- Responsible for working with ITIL led processes and supporting IT service owners in the process of Designing and Transitioning services into (main focus ahead of hospital opening).
- Responsible for supporting the Enterprise Services Support Manager in ensuring Incidents, problems, changes are tracked and reported and correctly escalate to the right Management team
- Responsible for working with suppliers on delivering services as per Service Levels Agreements

- Responsible for maintaining a landscape of technology assets into the existing Configuration Management System (CMS)
- Analyze performance metrics and report quality of Service delivery into Cleveland Clinic London Senior Management
- Supports and ensure adherence of all ITD Service Managers to the Change Management process (CAB)
- Establish and maintain strong, productive and collaborative relationships with the Service Providers
- Work closely with IT teams onsite and offshore and 3rd party suppliers to develop and implement new knowledge into our ITSM tool
- Closely working with our Cleveland Clinic Foundation (CCF) colleagues and providers
- Maintain artifacts and process documentation up to date and communicate it with the necessary stakeholders
- Deliver excellent customer experience to the highest standards, while actively contributing to the improvement of IT departmental processes and procedures
- Support Enterprise Services Support Manager in conducting Continual Service Improvements across ITD services
- Support the development of required Governance to ensure process & operations performance is reviewed at various levels e.g. Operations resources, Process Managers, Process Owners, Service Delivery Managers across Service Providers, at an agreed frequency
- Ensure performance reports are published, analyze the root cause of performance shortfalls against committed SLA performance targets and tracked KPIs to initiate improvements

Education and Skills:

- Bachelor's degree in Information Technology/Computer Science, Health Sciences, Healthcare Admin or related field.
- Demonstrates ability to apply critical thinking and understanding to the problems and opportunities that arise with large, complex multi-disciplinary engagements. Strong analytical and reporting skills
- Ability to work in a customer facing environment and able to communicate at all levels
- Able to demonstrate and always willing to help
- Ability to work closely with our communication teams

Certifications:

- IT Infrastructure Library (ITIL) Foundation Certification (V3 or V4)
- ITIL Intermediate (one certificate from Lifecycle or capability modules) or ITIL Managing Professional (v4)
- Strong ITIL processes including Knowledge, Continual Service Management, Service Design and Transition Processes
- Knowledge of Microsoft Office 365 products (AD, OS, SharePoint, Office Suite)

Competencies (Complexity of Work):

- Demonstrates ability to apply critical thinking and understanding to the problems and opportunities that arise with large, complex multi-disciplinary engagements.
- Knowledge Management skills

- Technical skills across all core desktop and audio visual technologies
- Ability to act without supervision and under their own initiative
- Strong analytical and reporting skills
- Strong customer service ethos
- Ability to translate technical jargon into a language that non-technical people can easily understand
- Strong written and verbal communications and organisational skills
- Ability to quickly establish good working relationships with caregivers
- Translate requirements into user stories and technical specifications
- Facilitate data capture and exchange between systems at a local, regional and national level
- Problem solving skills
- Flexibility and Adaptability

Work Experience:

- Demonstrable experience in working with ITIL led processes **(Essential)**
- Knowledge of Service Integration and Management (SIAM) **(Desirable)**
- Demonstrable track record of knowledge-sharing and management within teams. This role will work as part of a team and their main focus will be to actively promote knowledge building amongst all levels of technical support staff.
- Demonstrable experience of designing and transitioning IT services in a healthcare environment **(Desirable)**
- Some experience of setting up processes and procedure within Greenfield hospital environments. **(Desirable)**
- Previous experience of taking ownership of incidents, requests, problem and change management processes. **(Essential)**
- Knowledge and experience of ITSM tools (Service Now preferred) **(Essential)**
- Some experience of using at least a couple of ITSM tools with self-service interfaces which will be regularly updated with knowledge base. **(Desirable)**
- To help manage this area, a good understanding of Service Knowledge Management Systems (SKMS) is required. **(Desirable)**
- The candidate will have experience of working with 3rd parties to create and maintain technical documentation in line with our ITIL processes. **(Essential)**
- The candidate must understand Supplier contracts and SLAs

Personal Protective Equipment:

- Follows standard precautions using personal protective equipment as required.