



# Service Desk and End User Computing Manager

**Department:** IT Operations

**Reports to:** Service Delivery Manager

**Main Location:** Cambridge House, Henry Street, Bath

## About Novia

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Novia Financial is an award-winning financial technology company based in the heart of Bath, just a 5-minute walk from the train and bus stations. We are entering a period of sustained enhancements to the platform and the surrounding services that we provide, and as a result, we need to increase our development capacity and expand our capabilities.

We are determined to deliver technology that will keep us ahead of the competition and there are opportunities for both experienced IT professionals and those willing to learn on their feet to help us meet that challenge. If you like working in a highly collaborative environment geared towards frequent delivery of high value and quality business solutions, Novia could be your next step.

We are based in the heart of Bath and are just a five-minute walk from the train and bus stations. For more information about us, please visit <https://www.novia-financial.co.uk/>

### Our key objectives:

Novia is embarking on a significant period of growth that will result in us having the best wealth management platform in the industry combined with an efficient operation that enables great outcomes for our end-users. To achieve this, we need outstanding individuals to join the team to enable and support the following outcomes:

- > Deliver sustainable value to our customers and colleagues in the possible time with the maximum benefit.
- > Make service a source of differentiation and competitive advantage.
- > Create a healthy work environment that supports team members to thrive and develop through continuously learning.
- > Optimise cost-to-serve so that we can provide the best value platform in our industry.
- > Embed common ways of working across teams and with our key partners to deliver business and technical agility.
- > Foster and optimise operational excellence in everything we do.

## Job Summary/Purpose

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The successful candidate will grow a small service desk and end user computing team into a cohesive unit that delivers excellent service to Novia and its customers. They will use their knowledge of IT service management best practice and DevOps to shape the people, processes and technology that will take Novia's service delivery to exciting new levels.

### Specialist Skills, Qualifications and Experience:

#### Essential:

- > Motivating and managing customer facing teams; blurring the lines between first- and second-line support.
- > Managing and prioritising queues of incidents and service requests.
- > Driving up self-service, first time fix rates and request fulfilment and automation.
- > Core ITSM processes - Incident, Problem, Change and Knowledge Management.
- > DevOps and lean integration with ITSM processes.
- > Service levels - measuring, reporting and reviewing against targets.
- > ITSM Tools - implementation and administration (Ivanti desirable).
- > Information Security best practice, particularly around access management.
- > IT supplier and asset management.

#### Desirable:

- > Experience of supporting End Users in a Windows 10/Office 365 environment.
- > Knowledge of Microsoft Office 365 technologies such as Exchange Online, InTune and AutoPilot.
- > Exposure to scaled agile methodologies i.e. SAFe.
- > Exposure to active directory and group policies.
- > Ivanti IT Service Management toolset experience.

# / Service Desk and End User Computing Manager

## Key Responsibilities:

- > Manage a small team handling end user support requests and incidents from Novia staff on behalf of themselves and external customers.
- > Ensure that SLAs are met, users are communicated to and their expectations managed appropriately.
- > Report on service desk performance and highlight areas for improvement.
- > Own service operations processes such as incident, knowledge and request fulfilment; ensuring they are best practice and continually improving.
- > Strive for first time fixes for user issues and automate wherever possible.
- > Reduce the number of contacts to the Service Desk with a self-service first mindset.
- > Maintain an accurate and up to date inventory of Novia's computing assets.
- > Support the team in any project work or rollouts that may be required.

You will, from time to time, be required to undertake other activities that fall within your capabilities as directed by management.

Working at Novia Financial

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## Some of the benefits of working at Novia Financial:

- > Competitive salary.
- > Discretionary bonus each year.
- > Working from home options available.
- > Flexible working hours available.
- > 25 days holiday per calendar year plus bank holidays, with the option to purchase or sell up to 5 additional days per year.
- > Tech Scheme (buy discounted electrical products and pay back monthly via Company payroll).
- > Cycle to Work scheme.
- > Supported and encouraged professional development.
- > Hack days.
- > Attend conferences and meet-up events.
- > Regular social events.
- > Flexible dress code in the office.
- > Private Medical scheme.
- > Income protection scheme.
- > Group contributory pension scheme.
- > Internal mentoring scheme.
- > Employee Assistance Programme (EAP).
- > Interest free season ticket loans for travel costs.
- > Various corporate gym membership rates.
- > Novia Foundation Day in support of charitable activities.

## What's it like to work at Novia Financial:

Novia has a culture based on transparency, trust, collaboration, achievement and fun. We appreciate one and other and are outcome oriented. We want to help you achieve, within a team environment, grow your career and set you up for success – while also recognising the importance of a healthy work/life balance. We are selective on who we employ making sure that candidates have the values and behaviours required to become a 'Novian.'

Working at Novia is a bit like climbing a mountain. We all know which way is up, make sure if someone slips the rope is secure and they don't fall, and we all reach the summit together and celebrate not only our achievement but how we got there. If you think you have the makings of becoming a Novian, then email us an up-to-date CV to [jobs@novia-financial.co.uk](mailto:jobs@novia-financial.co.uk) along with a short note to capture our attention.