



## JOB DESCRIPTION

<b>Position Title:</b>	Service Delivery Assistant		
<b>Department:</b>	Service Delivery	<b>Date:</b>	February 2018
<b>Location:</b>	DTP HQ, Leeds		
<b>Reporting To:</b>	Service Delivery Manager		

## ABOUT DTP GROUP

DTP Group is an IT specialist infrastructure, solutions and services provider with over 30 years' experience supplying and supporting clients within the public and commercial sectors. Based in Leeds, but with coverage across the UK, DTP's revenues are approaching £50m per annum across three trading divisions, and has a growing staff population of nearly 150 employees.

DTP's divisional structure is focused on partnering with HPE and HP respectively, and comprises an Enterprise Division focused on Server, Storage and Networking technologies and services, a Managed Print Services Division, and a Client Device Division, focused on the support of PC, Laptop and Tablets and associated services and solutions, both from a transactional perspective or within a Managed Service.

DTP is an equal opportunities employer and welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion/belief, sexual orientation or age.

## JOB OVERVIEW

The primary purposes of this role are to be the first point of contact for Service Delivery. Assist the Service Delivery Manager in arranging and preparing documents for Service Review Meetings. Maintaining the Service Delivery calendar. Owning actions and next action dates from Service Reviews. Help prepare and distribute a variety of Service Reports for internal and external customers. Liaising with 3<sup>rd</sup> party service providers. Key stakeholder of the Continual Service Improvement Plan.

## KEY TASKS

**This gives an indication of the role responsibilities, it is not exhaustive and you may be asked to undertake other work within your role.**

- Monitor and respond to all Service Delivery incoming communications - internal & external.
- Prepare documents for Service Review Meetings.
- Assist in the production of Service delivery reports.
- Monitor and report on service desk escalations.
- Owning actions and next action dates from Service Reviews.
- Maintain the Service Delivery Calendar.
- Assist in maintaining the Continual Service Improvement Register.
- Provide cover for Service Desk updates.

## SKILLS AND ABILITIES

### **Desired skills and abilities:**

- Excellent People skills – a natural communicator.
- Good analytical skills and good standard of English & Maths.
- Competent in Microsoft Word, Excel and PowerPoint.
- Excellent written and verbal communication skills.
- Qualification in, or understanding of ITIL is desirable.
- Experience or willingness to learn new skills relating to the Company's market offerings.
- Experience in analysing data.
- Ability to think of creative solutions to problems/issues.
- Ability to work within multiple collaborative teams.
- Good organisational abilities.
- Excellent time management skills.
- Display exceptional follow-through, personal drive and the desire to make a difference.
- Familiarity with the IT industry and Public Sector organisations is desirable.
- A driving Licence/car is desirable as you may be required to attend meetings at customer sites.

## VALUES AND BEHAVIOURS

- Commitment to the DTP Group Mission, Vision and Values.
- To consider the customer's visibility and requirements of our services.
- Desire to present services consistently and predictably on all types of request throughout the team and business as a whole.
- Identify incidents and issues which are likely to cause customer incidents and escalations and act pre-emptively.
- Execute tasks in an accurate and efficient manner.
- Communicate with all customers, suppliers and colleagues positively and professionally.

## RELATIONSHIPS

- Reports to: Service Delivery Manager.
- Internal Relationships with: Service Desk, Data & MI Team, Technical Services, MPS & PSG sales teams.
- External Relationships: Customers and Third Party Service Providers