Freshworks ITSM Engineer

Candidate Information

March 2024

The Institute of Cancer Research

About our organisation

We are one of the world's most influential cancer research institutes with an outstanding record of achievement dating back more than 100 years. We are world leaders in identifying cancer genes, discovering cancer drugs and developing precision radiotherapy. Together with our hospital partner The Royal Marsden, we are rated in the top four centres for cancer research and treatment worldwide. As well as being a world-class institute, we are a college of the University of London.

We came second in the league table of university research quality compiled from the Research Excellence Framework (REF 2021). We have charitable status and rely on support from partner organisations, charities, donors and the general public.

We have charitable status and rely on support from partner organisations, charities, donors and the general public.

We have more than 1000 staff and postgraduate students across three sites – in Chelsea and Sutton.

Digital Services

The Digital Services Directorate ensures that everyone at the ICR has access to the technology they need to do their jobs effectively including providing specialist IT support to the ICR's research community.

The Job Role

An ITSM Engineer optimizes and delivers efficient IT services by managing the design, implementation, and improvement of processes and tools supporting incident resolution, service requests, and change management within the IT service management (ITSM) framework.

Our mission is to make the discoveries that defeat cancer.

ITSM Engineer
Candidate Information

Our values

The ICR has a highly skilled and committed workforce, with a wide variety of roles, each requiring different skills. But whether you work as a researcher, or work as part of our corporate team, your work and behaviour is underpinned by these six values. They are what bring us together as one team - as 'One ICR'.

Pursuing excellence

We aspire to excellence in everything we do, and aim to be leaders in our field.

Acting with Integrity

We promote an open and honest environment that gives credit and acknowledges mistakes, so that our actions stand up to scrutiny.

Valuing all our people

We value the contribution of all our people, help them reach their full potential, and treat everyone with kindness and respect.

Working together

We collaborate with colleagues and partners to bring together different skills, resources and perspectives.

Leading innovation

We do things differently in ways that no one else has done before, and share the expertise and learning we gain.

Making a difference

We all play our part, doing a little bit more, a little bit better, to help improve the lives of people with cancer.

"

Our values set out how each of us at the ICR, works together to meet our mission – to make the discoveries that defeat cancer. They summarise our desired behaviours, attitudes and culture – how we value one another and how we take pride in the work we do, to deliver impact for people with cancer and their loved ones."

Professor Kristian Helin
Chief Executive

ITSM Engineer
Candidate

Job description

Department / division:	Digital Services
Pay grade / staff group:	Professional Services 4
Hours / duration:	Full time (35 hours per week), Monday to Friday.
Reports to:	Service Assurance Manager
Main purpose of the job:	An ITSM Engineer optimizes and delivers efficient IT services by managing the design, implementation, and improvement of processes and tools supporting incident resolution, service requests, and change management within the IT service management (ITSM) framework.

Objectives

Identify and analyse existing ITSM processes: This involves understanding how IT services are delivered, identifying any inefficiencies, and pinpointing areas for improvement.

Design and implement improvements to ITSM processes: Based on their analysis, the engineer proposes and implements changes to streamline processes and enhance service delivery. This could involve tasks like automating workflows, defining clear service level agreements (SLAs), and establishing incident management procedures.

Continuously monitor and improve ITSM processes: They regularly analyse the effectiveness of implemented changes and suggest further adjustments for ongoing improvement.

Configure and implement ITSM tools: This involves customizing the software to fit the specific needs of the organization and integrating it with existing systems.

Maintain and troubleshoot ITSM tools: The engineer ensures the smooth operation of the tools, addresses any technical issues, and provides ongoing support to users.

ITSM Engineer
Candidate Information

Duties and Responsibilities

Develop, implement, and maintain IT service management (ITSM) processes based on frameworks like ITIL, ensuring they align with the organization's needs.
Identify opportunities for continuous improvement in IT service delivery by analysing data, identifying inefficiencies, and proposing solutions.
Develop and maintain documentation for ITSM processes, procedures, and best practices.
Track and manage incidents through the ITSM ticketing system, ensuring timely resolution and communication with stakeholders.
Identify and analyse trends in incidents to identify recurring problems and implement corrective actions.
Collaborate with other IT teams to resolve complex incidents and implement solutions to prevent future occurrences.
Develop and maintain configuration management databases (CMDBs) to track and document IT assets and their configurations.
Stay up to date on emerging ITSM trends and technologies.

General

All staff must ensure that they familiarise themselves with and adhere to any ICR policies that are relevant to their work and that all personal and sensitive personal data is treated with the utmost confidentiality and in line with the General Data Protection Regulations
Any other duties that are consistent with the nature and grade of the post that may be required.
To work in accordance with the ICR's Values.
To promote a safe, healthy and fair environment for people to work, where bullying and harassment will not be tolerated.
This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or development.

ITSM Engineer
Candidate

Person specification

Education and Knowledge

A-Levels in Maths & English or equivalent in a similar role.	Essential

SFIA Skills

The tables below list the essential SFIA skills, at the relevant level, needed for the position.

Category	Skill	Required Level
Development and implementation	Knowledge management	3
	Product management	3
	Systems design	3
	Programming/software development	2
	Testing	2
Delivery and operation	Capacity management	4
	Application support	3
	Asset management	3
	Change control	3
	Configuration management	3
	Incident management	3
	Problem management	3
	Release and deployment	3
	Service level management	2
	Systems installation and removal	2
Relationships and engagement	Customer service support	3

ITSM Engineer
Candidate Information

SFIA Supplementary documents

The table below lists the supplementary documents provided. These explain the SFIA framework for those unfamiliar with it, and provide a detailed breakdown of each skill listed above and its importance for the role and how it will be used.

Document	Function
SFIA 8 Summary Chart	Provides a summary chart of the SFIA professional skills and a summary of the generic attributes.
SFIA 8 The framework reference generic	Provides the full description of the SFIA levels of responsibility, the attributes that define the SFIA levels, the behavioural factors, knowledge
SFIA 8 skills and responsibilities spreadsheet	Provides the content of the SFIA levels of responsibility, the generic

These documents can be downloaded here:

SFIA 8 Summary Chart

SFIA 8 Skills and Responsibilities Spreadsheet

SFIA 8 Framework Reference

ITSM Engineer
Candidate Information

Experience

Firsthand experience with ITSM frameworks and methodologies: This includes frameworks like ITIL but could also encompass others like COBIT or DevOps. Familiarity with their core principles and practical application in IT service management is crucial.	Essential
Experience using ITSM tools and technologies: This includes ticketing systems, service management platforms, configuration management databases (CMDBs), and knowledge management systems. Understanding how these tools integrate with each other and support ITSM processes is essential.	Essential
Experience with incident and problem management by efficiently identifying, diagnosing, and resolving IT incidents, while also identifying root causes and preventing similar issues from recurring through problem management activities.	Essential
Experience collaborating with stakeholders by effective communication and collaboration with various stakeholders, including end-users, IT operations teams, and business units. Building strong relationships and understanding their needs is key to delivering high-quality IT services.	Essential

Benefits

We offer a fantastic working environment, great opportunities for career development and the chance to make a real difference to defeat cancer. We aim to recruit and develop the best – the most outstanding scientists and clinicians, and the most talented professional and administrative staff.

The annual leave entitlement for full time employees is 28 days per annum on joining. This will increase by a further day after 2 years' and 5 years' service. All staff receive an additional three days at Christmas.

Staff membership to the Universities Superannuation Scheme (USS) is available. The USS is a defined benefit scheme and provides a highly competitive pension scheme with robust benefits. The rate of contributions is determined by USS and details of the costs and benefits of this scheme can be found on their website. If staff are transferring from the NHS, they can opt to remain members of the NHS Pension Scheme.

We offer a range of family friendly benefits such as flexible working, a parents' group, and a maternity mentoring scheme. Other great benefits include interest free loans for discounted season tickets for travel and bicycle purchases, access to the NHS discounts website, a free and confidential Employee Assistance Programme which offers a range of well-being, financial and legal advice services, two staff restaurants, and access to a gym and sporting facilities at our Sutton site.

Further information

You may contact Recruitment for further information by emailing recruitment@icr.ac.uk. This job description is a reflection of the current position and is subject to review and alteration in detail and emphasis in the light of future changes or development.