

Hertfordshire County Council

Job Outline



JOB TITLE: Support Manager
GRADE: M2
REPORTS TO: Head of Digital Services
TEAM: Digital Services Support Team
DEPARTMENT: Community Protection

Purpose of the Job

Supporting of all applications, infrastructure and communications equipment for Community Protection Directorate (CPD) and Fire Collaboration (FC). Assist in the continuous replacement programme of applications, infrastructure and communications equipment for CPD and FC this will include gathering user requirements and creating specification, assisting in procurement and implementing new infrastructure and communications equipment.

Main Areas of Responsibility

- Responsible for the day-to-day support all CPD and FC users, applications, infrastructure and communications equipment through Infrastructure Technology
- Information Library (ITIL) Service Design including Service catalogue, Availability, Capacity, Design and Supplier management processes via the service desk and to oversee the ITIL Service Transition and Operation process
- Supporting the following applications, infrastructure and communications equipment but not limited to in house and 3rd Party software, Microsoft technologies, Windows Servers, SQL Servers and clusters, Data replication, PowerShell, System Centre, Office suite, Hyper V and clusters, desktops, laptops, tablets, printers, mobile data terminals, mobile phones, pagers, Packnet, PSTN, WAN, Paging Network, Radio, Telephony, Voice Recorder, ICCS, VPNs, Firewall, Active Directory, Group Policy, Virtualisation Technology, Backups net, APN's, operational Wi-Fi, 3G/4G, GPRS, GPS, Satellites and any other specialist equipment
- Work and liaise with users, 3rd party providers, stakeholders and other team members to resolve or escalate technical issues and problems. This will include technical issues that have been escalated by support and senior engineers
- Responsible that out administration tasks and root cause analysis are carried out

- Able to carry out research to find solutions to issues and problems and to cascade this information to the team
- Responsible that out proactive maintenance, planned maintenance and upgrades to applications, infrastructure and communications equipment are carried out
- Plan, co-ordination and gathering user requirements and specification for new applications, infrastructure, communications equipment and keep up to date new ways of working and new work procedures
- Create technical designs and specification
- Create procurement and tenders' documents alongside the procurement team
- To deliver projects on within timescales and within budget
- Able to manage and allocate tasks for projects and programmes and ensure they are completed within required time limit
- Digital services provide support 24 hours a day, 365 days a year. The post holder may on occasion be asked to assist on major issues out of hours but is not part of the out of hours team
- Co-ordination the Change Advisory board (CAB), Technical Advisory Board (TAB) and Design Authority Board (DAB)
- Line management of Senior Support Engineers, to develop their skills Managers across Digital Services department are expected to work in a matrix structure
- Responsible for Digital Services and 3rd parties to meet service level agreements
- Assist with the management of all applications, infrastructure and communications equipment in line with the business requirements and to abide by licensing laws
- Analyses, recommends and leads on changes with applications, infrastructure and communications equipment from changed business requirements to maximise return on the investment
- Playing a major role in the creation of the departmental roadmap
- Deputise for Head of Digital Services as requested
- Occasionally carrying out Senior Support Engineer tasks when they are unavailable for example when they are on annual leave.

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

Person Specification

Please provide a supporting statement which includes examples and evidence of when you have demonstrated the attributes listed below.

You will be expected to address each point separately and in the order listed.

If you do not complete a full supporting statement in the requested format, your application may be rejected.

Skills, Knowledge & Ability

- Excellent written and oral communication skills to explain and obtain the understanding and commitment of other Service Managers on the use and applications, infrastructure and communications equipment to meet user and Service needs, some of which are contentious and/or very complex.
- Strong planning and organisational skills able to plan and prioritize and evidence delivery of results
- Able to lead teams on a continual organisational improvement journey
- Sound understanding of current technologies and the leveraging of ICT to deliver business benefits
- Clear, innovative and imaginative thinking to solve problems and support development, policies and strategy for the Service linked to applications, infrastructure and communications equipment
- knowledge and the ability to apply Project Management techniques to motivate teams and deliver outcomes, within timescales and budgets
- Excellent understanding of the Service's ICT environment
- Knowledge and understanding on the practical application of recognised best practice in ICT Service Management to provide an effective ICT support service to end users and in dealing with the wider issue of service delivery arrangements
- Sound knowledge of relevant ICT legislation and compliance arrangements and recognised best practice. Understanding of ICT application and data audit regime and the importance of maintaining clear and accountable audit evidence
- Confident working both on own and within a team environment
- Understanding of and commitment to quality and customer care principles and practices
- Flexible attitude, confident, assertive and /able to work under pressure.
- Motivated and able to show a good degree of initiative, experience of leading, motivating and encouraging a range of internal and external stakeholders
- Must evidence of experience and a high degree of expertise in either SQL Databases, Application Architecture and development, Windows Servers, Microsoft System Centre suit or Communications Equipment
- Demonstrates HCC's values and behaviours and acts as a role model to influence and develop others
- A full clean driving license is required and car to travel to all sites across Hertfordshire
- A full Security Check (SC) may need to be undertaken.

Qualifications

- Computer science/ IT Degree or equivalent IT qualification
- Evidence of having successfully managed a range of ICT Support team or ICT projects through to completion, to time and budget, including managing and prioritising own workload and that of others
- Experience of ITIL
- Evidence of experience and expertise in either applications, infrastructure and communications equipment

- Experience of IT procurement
- ITIL Qualifications (or similar).

Diversity and Inclusion

Hertfordshire County Council is committed to making inclusion part of our DNA, both as a large employer of people and as a provider and commissioner of services.

We strive to positively promote diversity and inclusion across the delivery of services and within our workforce. We want everyone at work, regardless of their background, identity or circumstances to have a sense of belonging to the organisation. We want all employees to feel valued, accepted and supported to succeed at work and reach their full potential. Our Diversity and Inclusion Strategy is available on the internal intranet or from your line manager.

Health and Safety

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Additional Information: Code of Practice on the English Language Requirements for Public Sector Workers

Public Authorities must ensure that all members of staff in customer facing roles, whatever their nationality or origins, are able to communicate the English language fluently with the general public, verbally and in written format (access needs will be met for those with a disability).