

ICT



Corporate Services – Commercial & Assets	
Staffordshire ICT	
Post Title	Grade
ICT Technical Team Leader	Grade 10

Our Vision – A county where big ambitions, great connections and greener living give everyone the opportunity to prosper, be healthy and happy

Our Outcomes – Everyone in Staffordshire will:

- Have access to more good jobs and share the benefit of economic growth
- Be healthier and more independent for longer
- Feel safer, happier and more supported in their community

Our Values – Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

- **Ambitious** – We are ambitious for our communities and citizens
- **Courageous** – We recognise our challenges and are prepared to make courageous decisions
- **Empowering** – We empower and support our people by giving them the opportunity to do their jobs well.

About the Service

Staffordshire ICT

Staffordshire ICT defines and delivers an ICT strategy that is directed by the ambitions of the County Councils Strategic Plan and in year Business Plans.

The ICT strategy defines how Staffordshire County Council will exploit to best effect its use of Information and Communication technology with particular emphasis on how “Digital Transformation” can enable the Council to deliver services in a fundamentally different way that radically transforms Citizen Interactions and the delivery of services in a digital era.

Such transformational change embracing cloud computing, mobile working and Information sharing requires strong leadership to understand and remodel cross organisational service delivery focussing on the whole system and designing this from a citizen perspective. Inevitably such change calls for complex change management and negotiation skills to ensure successful and integrated delivery across public sector partners and private sector supplier organisations.

Whilst the role of ICT in digital transformation is critical to long term organisational success and sustainability, the ICT function must also ensure that its delivery of the core ICT service is efficient, secure and reliable as the impact of technological or cyber security related failure is catastrophic to the productivity of the organisation. Robust management of ICT services and in particular the effectiveness of Cyber Security defences is paramount to the effective delivery of the councils legislative responsibilities.

ICT Architecture, Operations and Service delivery

This area of the ICT service is responsible for the operation of the councils ICT Infrastructure, this includes the Data Centre Infrastructure that runs all of the councils primary business applications such as our Social Care system or the hundreds of other Business applications that are delivered locally allowing staff to deliver statutory responsibilities. The security of council data through backup and replication solutions and the routine testing of ICT Disaster recovery arrangements is also a key responsibility of this service area.

The service manages and operates on behalf of the wider Staffordshire Public Sector, the Staffordshire Public Services network that allows council, NHS, Fire and Rescue and District/Borough council staff to perform their critical roles accessing a variety of ICT resources and increasingly sharing intelligence and services over this exemplar shared service capability.

Operationally these services are very much a 365 x 24 hour operation and a range of “on-call” arrangements are in place to ensure that operational ICT availability is maximised and disruption to council or wider Public Sector activities as a consequence of technological failure or malicious Cyber Security activity are minimised.

Inevitably the complexities of such environments require careful planning to ensure that changes and future demands are met, validated, documented and planned into design documents, change proposals and projects to ensure that the services delivered are fit for purpose, compliant with stringent security demands and don't compromise the operational availability of services. The function therefore includes an Architectural team that plan and design technical solutions be they driven through new Business demands, increased utilisation of existing services, compliance needs, risk reduction, cost reduction or any other driver. The constant demand for ICT related change and the need to maintain security compliance means that this small team is critical to the sustained availability of services working closely with operational teams to ensure that deployment is authorised and implemented effectively.

The Service Delivery team support the councils workforce of staff, volunteers and subcontracted partners to ensure that they can optimally access ICT services using the best technology to meet their needs and access support should they experience any difficulties. The team manage the routine refresh of end user compute technology including, hardware, mobile devices and associated software to ensure that the council is always using maintained and compliant software in line with Security requirements and external compliance mandates.

Reporting Relationships

Responsible to: **Infrastructure Operations & Security Manager**

Responsible for: **Infrastructure Officers**
 Senior ICT Support Officers
 ICT Support Officers

Key Accountabilities:

The post is responsible for the development and management of all directly reporting staff, the development and continuous improvement of the Technical Area for which they are responsible and the associated operating policies and procedures, SLA's\OLA's and support and guidance material relevant to the Teams function.

The post will manage and ensure the effective 7 x 24 operation of the delivery of ICT Services making sure they are highly performing and available and valued by customers.

The post will proactively manage the workload of the team ensuring that Business as Usual activities are managed and co-ordinated and that all proactive activities are completed in line with agreed procedures and service levels, ensuring requested work is actioned in a timely manner and in line with agreed standards and organisational policies

- Responsible for ensuring that critical ICT services e.g. Infrastructure, Networks and ICT Security that are essential to the smooth operation of the Council are highly available, secure and operate to the satisfaction of the workforce that rely on them for the delivery of legislative obligations.
- Responsible for planning and managing upgrades to ICT Infrastructure and Network services including routine hardware, software, firmware and security updates; providing leadership and management around routine change, minimising the risk of failure and significant disruption by robustly testing changes up front and careful management of risks
- Manage relationships with internal business stakeholders, ICT colleagues and third party ICT providers to ensure that service delivery is in line with business expectations and that strategic and tactical opportunities for improvement are identified and realised where possible.
- Responsible for ensuring that there are technical roadmaps for supported services including Infrastructure and associated management tools so that benefits are exploited, resources are identified in order to effect planned changes and that all services remain fully maintained and serviceable in line with security, compliance and licensing standards.
- Responsible for ensuring that the proactive monitoring of services exists, to ensure that they are available, performing and secure and that customer service levels are met and maintained.
- Monitor and manage the performance of third party suppliers ensuring that their performance is delivered in accordance with SLA/contractual agreements and where necessary instigating service improvement plans
- Monitor the performance of the Team using key metrics including Service performance and availability, customer satisfaction responses, support call trends etc. taking steps to continuously improve service quality and the effectiveness of the team and any subcontracted arrangements.
- Provide, as required in depth detail to support Problem Management activities to improve the delivery of ICT services, taking steps to remedy root cause failures and address high volumes failures.
- Participation in Procurement activities including the creation, or provision of data, for “specification of requirement documents” and providing insight and expertise into the review of supplier submissions for new ICT solutions.
- Ensure that any changes to ICT landscapes are managed in accordance with agreed Change Management processes defining the need for change; the impact\benefit of the change, the rollback

plan should the change fail and ensuring that clients are aware of any impact e.g. downtime, changes to existing process and any feature enhancements or bug fixes.

- Responsible for recording and maintaining asset records for all hardware and software for which the team is responsible, monitoring this through the assets lifecycle and escalating exceptions to Management as required.
- Manage the routine workload and skills of the Team, ensuring that staff time is aligned to agreed priorities and that the achievement of goals is monitored and reported on.
- Co-ordinate and assist with the preparation, maintenance and testing of Disaster Recovery procedures evidencing capabilities to recover Services in the event of a catastrophic failure.

Professional Accountabilities:

The post holder is required to contribute to the achievement of the Council objectives through:

Financial Management

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

People Management

Engaging with People Management policies and processes

Equalities

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

Climate Change

Delivering energy conservation practices in line with the Council's climate change strategy.

Health and Safety





Ensuring a work environment that protects people's health and safety and that promotes welfare and which is in accordance with the Council's Health & Safety policy.

Safeguarding

Commitment to safeguarding and promoting the welfare of vulnerable groups.

The content of this Job Description and Person Specification will be reviewed on a regular basis.

ICT responsibilities – SFIA Framework (Level 5 role)

Minimum Criteria for Disability Confident Scheme *	Criteria	Measured by
	Qualifications/Professional membership <ul style="list-style-type: none"> Educated to degree level or equivalent experience Relevant technical qualifications (e.g. Microsoft, CISCO) ITIL Qualified 	A/I A A/I
 	Knowledge and Experience <ul style="list-style-type: none"> Substantial supervisory experience in an IT operational environment delivering 7 x 24 hour services including experience of successfully managing, empowering and motivating a team of technical staff Demonstrable knowledge of ITIL processes to ensure high availability of services e.g. Incident, Problem, Capacity, Availability, Supplier and IT Continuity Management. Demonstrable knowledge of ICT Risk Management and Disaster Recovery Planning to ensure that risks to services are considered, planned for and tested routinely. Demonstrable Technical expertise aligned to Team function e.g. Networks\Security or Infrastructure operations. Significant experience of dealing with customers and managing subcontracted suppliers and other 3rd parties Significant experience of planning and managing complex technical change A thorough understanding of relevant legislation, recognised generic industry bodies of knowledge and specialist bodies of knowledge as relevant to role. 	A/I A/I A/I A/I A/I A/I
	Skills <ul style="list-style-type: none"> Effective communication skills – written and verbal Highly organised with an ability to forward plan and manage the workload of self and team Ability to act as a mentor to develop team members Highly motivated with a focus on delivering outcomes Professional approach A commitment to deliver effective, customer focussed services and to identify and make continuous improvements Availability and willingness to work flexible / additional hours / participate in on-call rotas as required to meet deadlines and service demands <p>This post is designated as a casual car user</p>	A/I A/I A/I A/I A/I A/I A/I



If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the **Disability Confidence Symbol**, which is a recognition given by Jobcentre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention and career development of disabled people.

If you need a copy of this information in large print, Braille, another language, on cassette or disc, please ask us by contacting
Shared Services on 01905 947446