

ICT Technical Team Leader

Grade 10

Our Vision

An innovative, ambitious and sustainable county, where everyone has the opportunity to prosper, be healthy and happy.

Our Outcomes

We want everyone in Staffordshire to:

- Have access to more good jobs and share the benefit of economic growth
- Live in thriving and sustainable communities
- Be healthier and more independent for longer

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 focusing 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 council 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, on behalf of the wider Staffordshire Public Sector, the Staffordshire Public Services network that means that council staff, NHS staff, Fire and Rescue staff and District\Borough council staff can all perform their critical roles accessing a variety of ICT resources and increasingly sharing intelligence and services over this exemplar shared service capability.

Operationally this is very much a 365 x 24 operation and a range of “on-call” arrangements are in place to ensure that operational availability is maximised and disruption to council or wider Public Sector operations is 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 validates technical changes and plans, be they driven through new service demands, increased utilisation, compliance, 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 are 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 computer technology including mobile devices and associated software.

The operational security team is responsible for maintaining compliant software using tools to ensure that security defences such as Anti-Virus software, supplier patches, encryption and authentication are constantly maintained to agreed standards. The team work with subcontracted suppliers and act on threat intelligence and logging data to reduce the risk of compromise to ICT services or the loss of council data through theft, loss or destruction. With the ever increasing demand to transact in a “digital” way the Security and Architecture teams manage the operational risks of delivering this in a compliant and secure way.

About the Role

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

Reporting Relationships

Responsible to: Infrastructure, Operations & Security Manager

Responsible for: Infrastructure Officers

Senior ICT Support Officers

ICT Support Officers

Key Accountabilities:

This post works across Staffordshire County Council (SCC) and the ICT community. It is primarily responsible for either the provision of 2nd and 3rd line ICT support to customers or the definition of “to be” solutions and architectures as applicable to the role. The technical disciplines covered by this role include end user computing, audio visual technology and network and cyber security.

The post holder will have enhanced support skills and will assist in the testing, development and continuous improvement of solutions and operational procedures relating to the delivery of ICT services.

- Contribute to the identification of ICT Service improvements and their successful delivery aligned to priorities identified in the ICT Strategy and in year plan on a page.
- Work within and co-ordinate ICT project teams as well as other virtual teams e.g. Problem Management or Task Groups to deliver continuous improvement to ICT services as required.
- Ensure that service levels are achieved and/or take appropriate actions to resolve or escalate problem \ process issues to improve customer satisfaction and drive improvements to the service
- Ensure that senior managers and stakeholders are kept informed of any extensive breaks in service and that planned changes affecting service are enacted in line with agreed processes.
- Provide, as relevant to role Desktop, Application, Database, Network, Security and Infrastructure Support to ICT users to ensure that the services are optimised and exploited to Business benefit.
- Liaise with suppliers to ensure service problems are quickly resolved, changes are implemented as agreed and that continuous improvement to service delivery is made.
- Ensure appropriate communication channels are maintained, developed and enhanced to keep users and ICT staff informed of issues, changes, improvements whilst developing Frequently Asked Questions and Self Service resolution capabilities.
- Contribute to appropriate staff mentoring and user skill development activities.
- Keep abreast of improvements in relative ICT technologies e.g. end user computing, network technologies, operating system, applications, database, security technologies etc. through research, training and networking, highlighting and/or proposing further investigations where benefits and improvements can be made.

- Assist in the preparation, maintenance and testing of ICT Disaster Recovery procedures to ensure that the council can recover from a catastrophic event that impacts on the availability of ICT.
- Ensure that all inventories, asset registers, applications portfolios, customer databases, schematics, architectural standards, schedules and configurations are available and accurate to ensure that ICT services are fully documented, supported and recoverable.
- Deputise for the Team Leader/Manager by attending meetings or other events in the team leaders absence to ensure that issues and planned activities are progressed providing continuity to enable the delivery and improvement of services.
- The nature of ICT Support roles will occasionally require staff to provide out of hours support for planned maintenance activities e.g. to assist with upgrades, Disaster Recovery tests, change overs to new Infrastructure\services etc.

This post is designated as a casual car user

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)

Person Specification

A = Assessed at Application

I = Assessed at Interview

T = Assessed through Test

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 	A/I A/I

	<ul style="list-style-type: none"> • 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 focused 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>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>
--	---	--



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 Job centre 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
Talent & Resourcing Team 01785 278300