

## Wirral Council: Job Role Descriptor

<b>Job Role:</b>	<b>Team Leader</b>
<b>Service:</b>	<b>ICT Services</b>
<b>Reports to:</b>	<b>Infrastructure Manager/Line of Business Manager/Traded Services Manager</b>
<b>No. of Subordinates:</b>	<b>Between 4 - 22</b>
<b>HR USE ONLY</b>	
<b>Job Role Ref:</b>	<b>CSUP</b>
<b>Job Family:</b>	<b>Corporate Support</b>
<b>Grade:</b>	<b>PO8</b>

### JOB ROLE PURPOSE

Manage an Information & Communications Technology (ICT) team that delivers effective and efficient ICT services. Contribute significantly to the development of appropriate project strategy. Engage and negotiate with users to assist in the undertaking of business requirement assessments and the delivery of continuous service improvement.

### KEY TASKS

1. Manage an ICT team with responsibility for keeping all areas of ICT Services operational.
2. Take responsibility for installing, supporting, configuring, developing, maintaining and repairing hardware, software, systems and services.
3. Lead on large technical projects of varying complexity and negotiate with the key stakeholders of these projects.
4. Negotiate, advise, influence and communicate with 3<sup>rd</sup> party suppliers to ensure their products adhere to Wirral standards and structures.
5. The procurement, specification and evaluation of software, hardware products, systems, services and support.
6. Provide a point of management escalation with more complex advice, support, and guidance and assuming autonomy in decision making.
7. Provide and lead training to ICT colleagues and users/customers outside of ICT Services, Heads of Service, Elected Members etc
8. Lead on the development and implementation of the Council's ICT Service.
9. Influence and negotiate with key stakeholders to balance conflicting corporate priorities and schedule "go live" dates.
10. Keeping data accessible and secure – 'information governance', review standards and recommend changes.

## KEY RESPONSIBILITIES

### People

Ensure that staff and key stakeholders are briefed appropriately in relation to Council wide communications and matters relevant to the service area.

Responsible for a team of between 4 - 22 ICT staff.

Taking management responsibility for all HR elements within the team i.e. motivating, developing, training, welfare (health and safety), attendance management, approving leave, disciplinary and capability issues, mentoring and appraisals/progressions.

Ensure that relevant HR policies are applied.

Offer support, advice, guidance and training to users/customers and to ICT colleagues.

Provide advice, support and guidance and develop effective working relationships at all levels to users/customers, ICT colleagues, and other stakeholders and councillors.

Contribute to the planning and negotiating of downtime when ICT systems can be supported and upgraded with the business and ICT colleagues.

Acts as mentor/point of/for escalation of more complex issues for technical expertise/knowledge transfer.

Take part in the negotiation with other internal and external teams/projects to achieve corporate strategic business objectives.

Chair team meetings and interview panels.

### Financial

Responsible for managing the budget of their team.

Financial options appraisal and recommendation – to contribute to input and evaluation of complex and/or large scale tenders.

Gather information in their area of expertise to maximise the management of the overall ICT budget.

Procures approved goods on behalf of the service and from an agreed budget.

### Strategic

Work strategically with Heads of Service and other senior colleagues negotiating future service provision and support and anticipate future requirements.

Identify and develop ICT standards that meet the Council and Central Governments Information and Communications Security and Design standards (e.g. Government Connect, Public Services Network).

Research and identify developments and solutions within the ICT industry, assisting with the final recommendations and the introduction of the finalised solutions to the service as authorised in line with corporate business strategy.

Represent the Council at Service/User Groups and to influence product development that benefits the Council.

### **Resources**

Lead, motivate and manage a team to ensure high quality improving services are delivered, monitored and reviewed.

Responsible for the configuration, operation and maintenance of ICT systems and services within their specific technical realm of expertise and knowledge.

Adhere to corporate procurement guidelines and make recommendations ensuring the best use of both the central ICT and Council departmental budgets and provide technical input into ICT tender documents.

Significantly contribute with both the technical input and the evaluation of large scale tenders.

Contribute to the accuracy and security of information and to the overall business continuity and on-going support of ICT systems and services.

Ensure that staff are fully engaged in identifying the aims and objectives for their own professional development.

Ensure that staff are aware of corporate objectives and priorities.

### **Planning and Organising**

Planning horizon is beyond a year.

Planning work for individuals and the team as a whole on a weekly, monthly, 6 monthly, annual basis and further advanced to ensure corporate goals and targets are achieved.

Prioritising team workloads and negotiating other team's workloads to ensure deadlines are achieved within the agreed service performance targets and to manage conflicting demands on resources

Plan, develop and coordinate service provision of the team over the term of the Service Level Agreement (SLA)(2 years+) to ensure the team meets the SLA targets.

Support the planning, negotiating and scheduling downtimes when major ICT systems can be supported and upgraded with the business and ICT colleagues.

## Decision Making

Work without supervision.

Act with complete autonomy regarding decision making within the team.

Act as an escalation point within ICT that all Council staff can contact regarding service provision, service availability, technical and non technical ICT issues etc and provide a speedy resolution.

Co-ordinate the resolution of customer issues arising from reported support requests and faults, identifying issues before they arise where possible using appropriate monitoring tools.

## EXPERIENCE, QUALIFICATIONS, KNOWLEDGE AND SKILLS

### Essential Criteria

#### Qualifications:

- Attainment or working towards a professional, academic or industry standard qualification relevant to the realm of technical expertise for the role (minimum A Level or equivalent and/or working towards NVQ Level 5 or equivalent).

#### Knowledge & Skills:

- Excellent interpersonal, communication and negotiation skills.
- Analysing user requirements to design, specify, install, develop & support ICT hardware, software, systems and services.
- Ability to work autonomously.
- Excellent and proven customer service skills.
- Create, monitor and maintain working standards and documentation.
- Ability to influence and negotiate with 3rd party support to resolve complex incidents.
- Ability to work to deadlines in a fast paced environment.
- Ability to share technical skills with other ICT support staff, delivering training to individuals and in group workshops.
- Detailed knowledge of typical ICT infrastructure components and topology.
- Specifying and installing hardware and software system enhancements/upgrades.
- Escalation point of contact for other officer's technical issues.
- Identifying issues for resolution including reoccurring problems and providing and managing the solution. Provide evidence of logical/problem solving abilities.
- Ability to identify and resolve software, hardware and configuration issues.

- Implementing technical solutions to improve service to customers.
- Identifying and implementing authorised improvements.
- Use of incident and request management logging systems.
- Ability to self educate from technical documentation over a number of areas.
- Ability to innovate and problem solve in a fast paced environment.
- Ability to lead by example and monitor service performance.
- Technical expertise in several areas of the relevant team sphere.
- Demonstrable project management skills.

**Experience:**

- Managing and developing individuals/teams to deliver corporate objectives.
- Identifying service weaknesses to lead continuous service improvement.
- Motivating, training, mentoring individuals/teams.
- Conducting staff appraisals and regular performance reviews.
- Applying corporate HR policies, including capability and disciplinary procedures.
- Working strategically with senior management.
- Negotiating with system and service owners and suppliers.
- Assessing the business impact of individual and service incidents, assigning priorities and managing customer expectations.
- Managing team workloads in line with service level agreements and targets.
- Working with first, second and third line ICT support teams to progress resolution of incidents and requests in accordance with service level agreements.
- Project managing the large scale implementation of hardware, software, systems and services.
- Leading the implementation and/or development/support of a major hardware, software, system or service.
- Providing technical ICT support to a large corporate customer base over distributed sites, including home workers as appropriate.
- Supervising and managing 3<sup>rd</sup> party contract staff as required for technical project work and fault resolution.
- Designing, configuring and programming of large complex systems.

<b>Desirable Criteria</b>
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**Knowledge & Skills:**

- Demonstrable technical knowledge of the detailed hardware, software, systems and services within the specific technical realm of the role.

**Experience:**

- Proven experience of working with hardware, software, systems and services within the specific technical realm of the role.

<b>ADDITIONAL WORK ELEMENTS</b>
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A degree of flexibility to ensure business continuity – out of hours; development and implementation stages etc.

Ability to travel across the Borough (job role has access to Council vehicle).

**NOTE:**

**The job role holder may be required to undertake other reasonable duties commensurate with the job role descriptor grade as directed by the Head of Service.**

This job role descriptor will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the post holder. It is not a definitive statement of procedures and tasks, but sets out the main expectations of the Service in relation to the post holder's responsibilities and duties.

Elements of this job role descriptor and changes to it may be amended in light of organisational and service requirements.

**Signed Head of Service****Date**

Mike Zammit, Chief Information Officer

1<sup>st</sup> June 2015