

Department	Finance	Division	Wirral IT Services
Designation of Post	IT Services Manager		
Responsible to	Assistant Director		
Immediate Subordinates	Programme Managers Service Desk Team Leader Scheduling Team Leader Database Support Team Leader Schools Account Manager Business Support Team Leader		

Description of Duties:

The primary functions of the IT Services Manager are, to ensuring the effective day to day running of all ICT services. Ensuring service levels are consistently high, agreed SLAs are adhered to and quality standards are maintained. To take a lead role in the effective implementation of corporate policies within the division and assist the Head of IT Services in the development of a vision for the service that supports the Council's business objectives and ensures the effective use of ICT budget and resources.

Service Specific Responsibilities:

- To be responsible for the day to day management of senior managers within the division including disciplinary, grievance, capability issues, development etc
- To assist the Head of Service in the production and monitoring budgets.
- To develop recharging policies for services delivered and to be responsible for ensuring quarterly recharge statements are produced for service users and the resolution of any subsequent queries.
- To support the Head of Service in the production of systems specifications and tenders for the supply of ICT related goods and services; ensuring that contracts meet the business needs of the organisation.
- To take a lead with national and multi-national ICT service providers (e.g. BT, Oracle etc) to ensure projects are effectively delivered and to negotiate associated support packages that deliver best advantage to the Council.
- Follow the appropriate procurement procedures in the purchasing of IT equipment/systems etc and ensure compliance with council Standing Orders as necessary.
- Report to committee as necessary on the work of the IT section, and liaise with members as required.
- Overall responsibility for the effective day to day running of all ICT applications, systems and services.

- To support the Head of IT services in the development of the division and management of ICT related programmes of work.
- To be responsible for the governance of ICT, ensuring resources are effectively managed and utilised.
- To be responsible for the development and implementation of Service Level Agreements across the Council
- To be responsible for the development, management and operation of the corporate ICT Service Desk to deliver 1st and 2nd line ICT support within the terms of the agreed SLAs. Ensuring that support calls, incidents and problems are accurately logged, appropriately prioritised and professionally resolved in a timely manner. The automation of support and development of user self service will be given a high priority.
- To ensure appropriate ICT asset management takes place
- To be responsible for IT audits to ensure the Council is effectively utilising IT and reporting any issues to the Head of IT Services
- To identify common problems and repetitive failures in ICT systems and services and to work with staff, suppliers and users in the resolution of these issues.
- To act as a final escalation point for all customer complaints and to be able to manage these situations appropriately
- To implement and monitor an effective Quality Management System, underpinned by sound business processes, which is beneficial to all stakeholders
- To implement a continuous improvement methodology within IT Services that ensures expectations are managed and standards are high at all time.
- To comply with the conditions of the Data Protection Act 1992, the Freedom of Information Act and any other legislation or policies currently in force or introduced from time to time.
- To participate in internal advertising and marketing of IT Services and IT awareness promotion as directed.
- To take a lead responsibility for specific area of work or portfolios as dictated by the Head of IT Services.
- To deputise for the Head of IT Services as required.
- To ensure the health, safety and welfare of employees and the public by complying with the appropriate Health and Safety Policies, Organisations and Arrangements and by the employment of Safe Working Practices and Risk Assessment and Management.
- To undertake such other duties as may be appropriate to achieve the objectives of the post or assist the Service in the fulfilment of its objectives and commensurate with the post holder's salary, grade, abilities and aptitudes.

Person Specification - IT Services Manager

Criteria	Essential	Desirable
Qualifications		
A formal IT qualification		✓
Degree educated or relevant Management qualification	✓	
Required Experience		
Experience of working at a senior level within an operational ICT environment.	✓	
Demonstrable record of delivering agreed objectives	✓	
A proven track record of providing an operational IT service, whilst managing both staff and budgets effectively	✓	
Experience of managing escalated problems, ensuring that corrective action is taken in a timely manner	✓	
Negotiating, preparing and delivering SLA's	✓	
Monitoring SLA's to ensure relevance and consistent service delivery standards	✓	
Development, management & operation of ICT Service Desk function delivering 1 st & 2 nd line support to users.	✓	
Knowledge and Skills		
Awareness of national initiatives within the Local Government or other government agencies	✓	
Knowledge of quality/service management standards such as ISO9000 and ITIL		✓
Team management /empowering staff to deliver effectively	✓	
Business and political awareness	✓	
Ability to lead and motivate a team of professional staff	✓	
Strong influencing and negotiating skills	✓	
An ability to plan, initiate and implement change and quality improvements in service delivery	✓	
Personnel Competencies		
Analytical and strong problem solving ability	✓	
Highly motivated and capable of motivating/leading others	✓	
Ability to build committed teams and develop the full potential of staff	✓	
Ability to deal with and respond to working demands		✓
Ability to think corporately and understand the "bigger picture"	✓	
A customer focus with a passion for excellence and continuous improvement in service delivery.		✓
Special Requirements		
A willingness to work outside normal hours as	✓	

required		
To be seconded from time to time, into varying roles and responsibilities anywhere within the Council depending in the needs and demands of the Service.	✓	
To work or be based at any location at which support is provided by the Department	✓	

Issued by: Chief Officer.....

Date.....