

Decision under Delegated Powers

Officer Requesting Decision (if necessary)

ICT Service Delivery Manager

Officer Making the Decision

Chief Executive

Recommendation

Approval to recruit a temporary IT Operations Manager for a fixed term of 3 months (21st March 2024 – 21st June 2024) at the current IT Operations Manager's grade PO2 in ICS (V001), 37hrs reporting to the ICT Service Delivery Manager.

Reason

To provide resilience and continuity within the ICS team

Authority for Decision

Under Section 8 of Constitution the Head of Paid Service (Chief Executive) has delegated authority to agree changes to the establishment, within budget and without major operational disruption or interruption of services or involving a change from direct to indirect provision or vice versa or other policy implications.

Decision and Date

A handwritten signature in black ink, consisting of a stylized 'A' or 'R' shape with a horizontal line extending to the right.

20th March 2024

Background

The current IT Operations manager leaves his post on 29th March 2024, to ensure there is appropriate interim cover a resource is required for technical operations, ongoing projects and line management responsibility for a fixed period of 3 months (25/03/2024 – 25/06/2024).

V001 will be used for all funding requirements for the post.

The interim resources will enable the assessment of alternative permanent options for replacing the post

Comments from HR

HR Adviser: S Choudhury (18/03/24)

HR are aware that management are in the process of revising the current job profile and carrying out a mini service review. Until the current post is revised and re-evaluated, management are unable to recruit to the post permanently.

As an interim measure management wish to recruit an external person to cover the vacancy on a fixed term basis for a period of 3 months before going out permanently to recruit.

As the processes prescribed in the recruitment policy hasn't been adhered to management will need to seek approval to recruit outside the recruitment process from the Chief Executive.

Once the current post is re-evaluated management will need to follow the correct recruitment process when appointing to the post permanently.

Financial Implications

The current IT Operations Manager (M397) leaves his post on 29th March 2024, To recruit a temporary IT Operations Manager for a fixed term of 3 months (21st March 2024 – 21st June 2024) at the current IT Operations Manager's grade PO2 in ICS (V001), 37hrs reporting to the ICT Service Delivery Manager.

Like for like post so no financial implications other than the handover period between 21st – 29th March 2024 which will be covered within current salary vacancies within V001.

Risk Management

No specific risks have been identified with this decision

Key Decision: No



Division:	Information & Communication Services (ICS)
Job Title:	IT Operations Manager
Grade:	PO2
Post Number:	
Base/Location:	Council Offices/remote
Responsible To:	ICT Service Delivery Manager
Responsible For:	ICS Technical Team which includes; IT Support Analysts, IT Support Analyst Apprentice, IT Service Administrators, Technical Analysts
Key Relationships/ Liaison with:	All ICS staff, External Suppliers and Council Services

Job Purpose

The postholder will manage the ICS Technical Team and have overall responsibility for IT Service Management (Incidents, Problem Management, etc), ICS assets, procurement, and Network/Server Infrastructure for the authority.

Main Duties and Responsibilities

1.	Lead on the management and development of the IT Service Management, Service Desk and Network/Server Infrastructure. Ensure the seamless delivery of services to all Users and that agreed SLA resolution targets are met and appropriate standards achieved.
2.	Responsible for all aspects of monitoring and developing the Network and Server Infrastructure (cloud based and onsite) including performance, capacity planning, maintenance, security, responding to alerts, systems backups and restores.
3.	Secure and maintain the ongoing integrity of the Council's technical infrastructure. Implement Security policies, results of the annual IT health check and agreed technical standards for the Network, Infrastructure management and Cyber Security.
4.	Ensure the Technical team meets agreed SLA targets for allocated calls. Resolve assigned and escalated incidents, problem management and change requests calls into the Service Desk, including documenting root causes and resolutions according to agreed procedures.
5.	Communicate major Incidents and planned downtime to users at all levels of the organisation in a manner appropriate for users of varying ICT literacy.

6.	Responsible for managing the lifecycle of all ICT assets (Hardware and Software) from procurement to disposal and ensuring the accuracy of the Configuration Management Database (CMDB).
7.	Responsible for managing the IT procurement processes, ensuring that products conform to the ICT strategy guidelines. Act as a point of technical contact and expertise for more complex procurement requests.
8.	Undertake system administration for the Service Desk system, including managing upgrades, patches and the implementation of new modules. Make recommendations and implement improvements to increase organisational efficiency and effectiveness for the benefit of the authority.
9.	Identify, plan and implement training programmes (including guidance materials) in relation to ITIL Service Management for the Technical Team, ICS staff and where required end users.
10.	Provide technical input into the development of all ICT Strategies and Policies and ICS SLA agreements Ensure that all technical development work relates to Council and ICS priorities and is coordinated and integrated as seamlessly as possible.
11.	Working with third party suppliers in areas such as performance review meetings and taking responsibility of escalated, critical or major incidents, problems and changes.
12.	Communicate, recommend and (where agreed) apply best practice technical standards, including where agreed initiatives from National Government and ICT industry which would secure and improve service delivery.
9.	Collaborate with the ICS Development Team, Third party suppliers and Service areas.
10.	Undertake line management responsibility for the Technical Team posts covering key areas such as planning and delivery of a work programme using a structured methodology, performance management, training and development.
11.	In addition to these main duties, there will be a number of other tasks arising from time to time and the post holder will be expected to take a flexible view of his/her job description such as working overtime for schedule out of hours development, maintenance and upgrade work.
12.	Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.
Special Factors	
<ul style="list-style-type: none"> The nature of the work may involve the jobholder carrying out work outside of normal working hours. 	

This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities

may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.

Charnwood Borough Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.

Prepared by: Information Technology Delivery Manager
Date: December 2019



	Essential	Desirable	How assessed
<p>Qualifications</p> <p>Degree in an ICT discipline or equivalent in a relevant IT qualification.</p>	✓		App/Int/Doc
<p>Experience</p> <ul style="list-style-type: none"> You must have practical experience of leading and managing a multi-functional team of technical staff in a support environment. Evidence of promoting and delivering innovative technical solutions to improve service delivery for customers. Successful track record for managing complex development projects using a standard based methodology. Strong networking and security experience. 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>		<p>App/Int</p> <p>App/Int</p> <p>App/Int</p> <p>App/Int</p>
<p>Skills/Knowledge</p> <ul style="list-style-type: none"> Application of a technical methodology for managing and delivering Information Technology solutions. A comprehensive technical knowledge of IT problem resolution and the ability to ascertain solutions to complex technical 	<p>✓</p> <p>✓</p>		<p>App/Int/test</p> <p>App/Int/test</p>

problems.			
<ul style="list-style-type: none"> • Technical skills – previous hands on with Microsoft Server-related products, VMWare, Storage, Networking Server and Security, and Cloud-based infrastructure. 	✓		App/Int/ test
<ul style="list-style-type: none"> • Ability to utilise resources to determine resolutions to IT related problems beyond the scope of established working practices and document effectively for subordinate practice. 	✓		App/Int/ test
<ul style="list-style-type: none"> • A working knowledge of the concepts and practices for Managing Information Technology (IT) services (ITSM) 	✓		App/Int/ test
<ul style="list-style-type: none"> • The ability to recognise opportunities in the development of IT hardware which would provide added value and/or improved efficiency to the Council through its application in delivering end solutions and projects locally. 	✓		App/Int/ test
Interpersonal Skills			
<ul style="list-style-type: none"> • Excellent problem solving and analytical skills with a methodical approach. Strong attention to detail. 	✓		App/Int
<ul style="list-style-type: none"> • Strong technical leader, confident approach and ability to lead and motivate subordinate and cross-functional teams. 	✓		App/Int
<ul style="list-style-type: none"> • Ability to communicate complicated concepts clearly. Focus on customers and the ability to work with external organisations to solve problems. 	✓		App/Int
<ul style="list-style-type: none"> • Flexibility, adaptability and exercises initiative. Embraces technology, innovation and information. 	✓		App/Int
<ul style="list-style-type: none"> • Excellent Management, leadership, and organisational skills. 	✓		App/Int
Other requirements			
An understanding of, and commitment to	✓		App/Int

equal opportunities, and the ability to apply this to all situations.			
Must be able to perform all the duties and tasks of the job with reasonable adjustments, where appropriate, in accordance with the provisions of the Equality Act 2010.	✓		App/Int

Key:

App = Application form

Test = Test

Int = Interview

Pre = Presentation

Med = Medical questionnaire

Doc = Documentary evidence (e.g. certificates)

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