

NOT PROTECTIVELY MARKED

JOB DESCRIPTION

<u>Job Title</u>	ICT Support Team Manager
<u>Reports to</u>	ICT Planning and Support Manager
<u>Reporting staff</u>	ICT Technicians (site based – one team at Potterne one at Poundbury)

Job Purpose

Manage, Support and Lead the ICT Support Team and support the Service Desk to deliver a well organised IT function which includes an out of hours 24/7 service to fully support the operational environment ensuring there is no interruption in critical communications and Service Delivery.

To provide expert knowledge, advice and support to others within the Service which align to the service procedures IM08 Acceptable Use of ICT and IM09 Information Security Incident Management thus allowing the service to retain their Cyber Essentials Security Certificate and supporting the delivery of the community safety plan.

Manage the Competencies for the technicians ensuring they are confident and competent to carry out their role as a Service ICT Technician which includes urgent operational incidents.

Generic Responsibilities/Job Family

Manager

To effectively manage a Service department/function or a range of advanced tasks within a key Service function

To establish, implement and maintain effective policies and procedures and ensure the provision of high-quality service by the department

To effectively manage finances of the department including budget-setting, projections and/or bidding and claiming or external funding

To provide expert knowledge, advice and support to others within the Service, or to external parties regarding the Service, and to ensure the provision of Specialist services in line with Service needs

To represent the department/function at meetings and act as Service representative for external initiatives as required

NOT PROTECTIVELY MARKED

NOT PROTECTIVELY MARKED

To manage and/or participate in projects relating to Service development or to specific function or department

To collate and analyse available data within Service systems and from best – practice information and to identify trends/make recommendations based on available data

Specific Responsibilities

1	Manage the ICT Support Team in delivering their work programme ensuring tasks, requests and project work are dealt with appropriately to ensure the efficient delivery of the ICT Service. Respond to systems and equipment fault notifications in a timely manner ensuring critical equipment remains available for operational and emergency response functions.
2	Identify specific training and development requirements for staff and tailor according to need via a strategy of initial acquisition and maintenance of skills - ensuring effective implementation for end users, including delivering actual systems familiarisation and/or training.
3	Administration of Service Desk Plus to raise tasks and requests and orders to show compliance and auditable records of equipment procurements. Purchase Card holder with the responsibility of four ICT revenue budgets for the procurement of day-to-day equipment and software as required.
4	Ensure accuracy in the Service configuration database regarding computer hardware and software to provide assurance of legal and commercial compliance.
5	Manage the teams responsible for installation and support of all DWFRS ICT systems and Fire Control mobilising function,-and any other technologies as required.
6	Manage Service allocated projects ensuring detailed project plans are effectively monitored and delivered within budget. To assist with compliant procurement purchases as necessary and provide specialist advice to other functions, whilst Working with the ICT Planning and Support Manager to provide resources to enable the delivery of DWFire projects alongside business as usual.
7	Maintain own professional development and learning to embrace the continual changes in technology.
8	Managing the continuous accuracy of the technical competency framework by collaborating with the Network & Infrastructure and Operational Comms team managers to ensure all competencies are relevant and correct. Overseeing the team to ensure competencies are being completed in a timely manner ensuring they're skill level is correct for the role of service technician

NOT PROTECTIVELY MARKED

NOT PROTECTIVELY MARKED

9	Direct and supervise any temporary staff or external consultants and contractors used to support the ICT department or function. Deputise for the ICT Planning and Support Manager as required.
10	Support the ICT Planning and Support Manager for all procurements ensuring equipment is compliantly procured in line with the Capital Hardware Replacement Program or Service Revenue budgets and within the forecasted budget requirements.

NOT PROTECTIVELY MARKED