

## Post Specification

<b>Date</b>	<b>February 2024</b>
<b>Post Group Number</b>	<b>6676</b>
<b>Post Title</b>	<b>ICT Service Support Manager</b>
<b>Job Family</b>	<b>Regulation &amp; Technical</b>
<b>Job Family Role Profile</b>	<b>RT16</b>
<b>Final Grade</b>	<b>Grade 16</b>

To be read in conjunction with the [job family role profile](#)

### Service Area description

This role will be part of the Westmorland & Furness ICT Service, Enabler Services Directorate.

### Purpose of this post

- The purpose of the ICT Service Support Manager is to deliver the Service Management Office (SMO) function providing service such as change, configuration, problem, release, knowledge and other related services to a range of teams and functions within, and potentially external to, the Improvement service.
- Supporting the Service Manager - ICT Support with service advice, service planning and other related issues.
- Working within the ICT team to deliver the best experience for the end-user.

### Key job specific accountabilities

- Responsible for delivery of the Service Management Office (SMO) function including, but not limited to: Change Management, Asset and Configuration Management, Release Management, Knowledge Management, Problem Management, and ensuring production of performance management reporting information in relation to service area.
- Monitoring of budget spend within Service Area.
- Accountable and Responsible for the establishment, management and maintenance of an IT Service Management (ITSM) System based on ITIL best practice, including the Service Catalogue.
- Develop a fully operational Knowledge Management system in which relevant data information and knowledge is stored, and recommend, implement, and administer methods and procedures to continually improve Knowledge Management operations in accordance with best practice, such as ISO 9001 and ISO 20000.
- Responsible for ensuring the renewal of support & maintenance agreements, including forecasting and reporting the costs of such renewals for budget monitoring purposes.
- Lead on the use of appropriate procurement channels and frameworks, ensuring project managers are supported in ensuring a successful and legal outcome for all ICT tenders.
- Participate in the Service Improvement Programme, and recommend and implement ICT Improvements within a management environment.
- Act as key member of the Technical Design Authority and, through this group, ensure the integrity, availability and suitability of our ICT infrastructure at all times.
- Contribute to ICT service planning by establishing business needs and proposing ICT solutions, including recommending which products or services best fit the customers' needs and assisting in the delivery of these products or services.
- Contribute to SLA setting within Service Area.

Please note annual targets will be discussed during the appraisal process	
<b>Key facts and figures of the post</b>	
<b>Budget Responsibilities</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>
<b>Staff Management Responsibilities</b>	<ul style="list-style-type: none"> <li>• Manages team members</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• High responsibility for ICT assets, including stock control and safe/secure disposal of redundant assets.</li> </ul>
<b>Essential Criteria - Qualifications, knowledge, experience and expertise</b>	
<ul style="list-style-type: none"> <li>• Honours Degree or Demonstrable relevant competence</li> <li>• Expertise to assess operational implications of change that affect service delivery, customer perception and service risk.</li> <li>• Knowledge of service management office functions and disciplines.</li> <li>• Knowledge of ITIL</li> <li>• Theoretical and practical knowledge of the effective application of ICT in organisations.</li> <li>• Work of a complex nature requiring detailed and diverse knowledge in a range of work areas or advanced knowledge in a few specialist work areas.</li> <li>• Ability to travel independently to sites throughout the county.</li> </ul>	
<b>Disclosure and Barring Service – DBS Checks</b>	
<ul style="list-style-type: none"> <li>• This post does not require a DBS check.</li> </ul>	
<b>Job working circumstances</b>	
<b>Emotional Demands</b>	<ul style="list-style-type: none"> <li>• Minimal emotional demand</li> </ul>
<b>Physical Demands</b>	<ul style="list-style-type: none"> <li>• Periodic demand for lifting heavy and/or bulky equipment, and/or working in awkward or confined spaces</li> </ul>
<b>Working Conditions</b>	<ul style="list-style-type: none"> <li>• No exposure to adverse weather, occasional working with adverse temperature and/or noise, normal levels of adverse people behaviour</li> </ul>
<b>Other Factors</b>	
<ul style="list-style-type: none"> <li>•</li> </ul>	