

# Post Specification

## Post Specification - Key Information

- **Post Title: ICT Systems and Data Manager**
- **Post Group Number: 8680**
- **Job Family: Regulatory and Technical**
- **Job Family Role Profile: RT16**
- **Final Grade: Grade 16**

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 Systems and Data Manager is planning, organising, monitoring and controlling all aspects of applications development, applications support and data management
- Supporting the ICT Service Manager - Service Operations with technical 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 ensuring production of performance management reporting information in relation to service area and contribute to SLA setting
- Leading on Release Management of business systems (supported by the ICT Service Support Manager)
- Recommend and implement ICT improvements within a management environment
- Contribute to ICT service planning by establishing business needs and proposing ICT solutions
- Contributes to the development of an enterprise architecture to underpin delivery of council requirements
- Responsible for providing 3<sup>rd</sup> line technical support and mentoring to the Systems and Data team and 1<sup>st</sup> and 2<sup>nd</sup> line support staff as required
- Lead on Availability Management for all business applications ensuring that they are highly available (in line with SLAs and user need)
- Organise and co-ordinate the work of groups of specialised employees including service leads and externally contracted staff
- Lead, manage and deliver cross functional improvement Programmes and Projects including the management of a number of projects concurrently
- 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

- Control resources to deliver projects to successful outcomes, ensure knowledge capture and disseminate information, guarantee service delivery targets are met and ensure continuous service improvement (both within and across service areas)
- As needed. determines and recommends which products or services best fit the customers' needs and assists in the delivery of these products or services
- Responsible for ensuring Change Management processes are followed for all business systems supported by the team
- Review project / programme resourcing levels to ensure a cost-effective efficient team.
- Assessing compliance with Council policies and regulatory frameworks, and enforcing/assuring their application
- Ensure service delivery targets are met and ensure continuous service improvement (both within and across service areas)
- Propose and develop appropriate ICT policies and review / update these policies and documentation
- Compiling accurate reports/accounts of work undertaken, issues and problems identified and their impacts on work programmes and Council initiatives

*Please note: Annual targets will be discussed during the appraisal process.*

### Key Facts and Figures of the Post

- **Budget Responsibilities:** n/a
- **Staff Management Responsibilities:** Assist colleagues and clients, explain complicated technical information and procedures to team members, colleagues and end users
- **Other:** High responsibility for ICT Assets

### Essential Criteria

- **Qualifications:** Honours Degree or demonstrable relevant competence
- **Knowledge:** Knowledge and good understanding of ITIL processes and experience of managing database platforms
- **Experience:** Substantial period of working in a relevant role or environment  
Use of Advanced Software tools for application support and development  
Theoretical and practical knowledge of the effective application of ICT in organisations
- **Expertise:** To assess operational implications of change that affect service delivery, customer perception and service risk.

### Disclosure and Barring Service (DBS) Checks

- This post requires a DBS check.
- The level of check required is:
  - DBS Basic

### Job Working Circumstances

- **Emotional Demands:** Minimal emotional demands

- **Physical Demands:** Occasional demand for lifting heavy and/or bulky equipment, and/or working in awkward or confined spaces and at heights
- **Working Conditions:** No exposure to adverse weather, occasional working with adverse temperature and/or noise, normal levels of adverse people behaviour
- **Other Factors:** n/a

#### Other Factors:

- You may be required to travel to all Westmorland and Furness sites, should this be required to carry out and specific work
- There may be occasions you are required to work outside normal working days and hours