

Post Specification

Post Specification - Key Information

- **Post Title: ICT Operations Manager**
- **Date: June 2025**
- **Post Group Number: 8676**
- **Job Family: Reg and Technical**
- **Job Family Role Profile: RT16**
- **Final 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 Operations Manager is to professionally lead planning, organising, monitoring and controlling the delivery of complex ICT Support provision covering all aspects of ICT (infrastructure, systems and data and end user devices)
- Delivering the front of house to all of our customers and ensuring this is accessible to all across all appropriate access channels
- 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 and adherence
- Responsible for providing a specialist professional expert, customer-centric service which aims to respond proactively and positively to current, new and emerging business requirements
- Lead on the identification of repeat problems where improvements could be made to continually improve the service offering from ICT
- Leading the teams delivering of all aspects of 1st and 2nd level ICT support and mentoring staff within the team as required
- Contributes to Capacity Management, ensuring sufficient capacity is available to support end user needs in the most cost effective and timely manner
- Contributes to the technical development of an enterprise architecture to underpin delivery of council requirements
- Contributes to Availability Management including systems and infrastructure are highly available (in line with SLAs and user need)
- Lead, manage and deliver technical and complex cross functional improvement Programmes and Projects including the management of a number of projects concurrently, providing expertise on all aspects for successful implementation

- Responsible for coordinating day to day communications with the relevant third party support suppliers to ensure high levels of support are delivered in line with contracts in place
Recommend and implement ICT improvements within a management environment.
- Contribute to ICT service planning by establishing business needs and proposing ICT solutions
- 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)
- Organise and co-ordinate the work of groups of specialised employees including service leads and externally contracted staff
- Responsible for ensuring Change Management processes are followed by the support team
- Propose and develop appropriate ICT policies and review / update these policies and documentation
- Review project / programme resourcing levels to ensure a cost effective efficient team.
- 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.
- As needed. determines and recommends which products or services best fit the customers' needs and assists in the delivery of these products or services
- 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)
- 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: Direct line management of team.

Other: High responsibility for ICT Assets

Essential Criteria

Qualifications: Honours Degree or demonstrable relevant competence

Knowledge: Excellent understanding of ITIL best practice framework

Theoretical and practical knowledge of the effective application of ICT in organisations.

Experience: Substantial period of relevant working.

Knowledge and experience of managing data centre and cloud technologies, servers and operating systems (particularly Microsoft), platforms and infrastructure components such as firewalls, TCP/IP, VPN

Substantial experience of leading ICT Support teams in line with ITIL best practice, providing support for complex ICT environments

Expertise: to assess operational implications of change that affect service delivery, customer perception and service risk.

Substantial expertise and understanding of complex ICT environments, crossing infrastructure, systems and end user computing, to understand how the various components overlap in order to provide an efficient support function for all of ICT services.

Disclosure and Barring Service (DBS) Checks

- This post requires does require a DBS check.
- The level of check required is *(remove others not required)*:
 - DBS Basic

Job Working Circumstances

- **Emotional Demands:** Minimal emotional demand
- **Physical Demands:** Occasional demand for lifting heavy and/or bulky equipment, and/or working in awkward or confined spaces
- **Working Conditions:** Normal
- **Other Factors:**

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