

# **BROXTOWE BOROUGH COUNCIL**

## **JOB DESCRIPTION**

<b>Directorate</b>	<b>Executive Directorate</b>
<b>Division</b>	<b>Corporate Services</b>
<b>Post No &amp; Job Title:</b>	<b>C64 ICT Service Support Manager</b>
<b>Grade:</b>	<b>Grade 13</b>
<b>Responsible to:</b>	<b>C63 ICT Manager</b>
<b>Responsible for:</b>	<b>C66 C67 ICT Technical Officers, C47 C71 ICT Service Desk Officers and C34 ICT Apprentice.</b>
<b>Main purpose of the job</b>	<p>To manage the ICT Service Delivery Team. To act as the main operational interface between the business and ICT Services, to be the primary contact for escalations. To ensure that ICT Service delivery meets agreed KPI's working closely with suppliers, partners and internal teams. To monitor, manage and ensure continuous improvement of ICT Service Quality. To ensure ICT industry Best Practice is followed to deliver highly available solutions efficiently and effectively.</p> <p>To ensure that the ICT Service Delivery team have the requisite skills and resources to provide a first class, professional service to our customers. To ensure that the necessary frameworks exist for the ICT Service Delivery environment including backup, disaster recovery, change control, licensing, Service Desk etc.</p>

### **Main Duties and Responsibilities:**

1. To ensure regular, appropriate to the audience, communications are sent to the our customers (business, members and users) detailing progress, plans and guidance. Liaise with departmental heads and senior management over technical support and technical development needs.
2. Manage the **Service Desk** function to ensure Incident, Problem, Change and Release Management functions are effectively carried out. To maintain and constantly improve service quality, to proactively manage SLT's and performance targets with the support teams.
3. Manage the 1<sup>st</sup> , and 2<sup>nd</sup> line support functions ensuring operational duties are performed and appropriate technical resources are applied to resolving incidents, problems and changes to the technical environment.

4. Responsible for providing third line support to the technical teams in support of complex incident and problem resolution. To provide all relevant technical expertise required for service support.
5. Responsible for ICT **Service Level Management** strategy and operational management, to lead on maintaining and improving on service quality through a constant cycle of agreeing, monitoring, reporting and improving the current levels of service. To focus on the business and maintain the alignment between the business and ICT Service Delivery. Manage the SLA's and contractual terms with suppliers, internal Legal Services and the ICT Manager. To proactively seek service improvements both internally and with third parties where needed and take action to eradicate unacceptable levels of service.
6. Responsible for ICT **Availability Management** strategy and operational management, to lead on optimizing the capability of the ICT infrastructure, services and supporting staff to deliver a cost effective and sustained level of service availability that meets business requirements. To perform ongoing risk analysis, recommending and implementing controls to improve availability of the ICT infrastructure e.g. testing, physical security and having the right skills in the right place at the right time.
7. Responsible for ICT **Continuity Management** strategy and operational management, to lead on managing and implementing plans to ensure that IT Services can recover and continue should a serious incident occur. To develop reactive measures, and to implement proactive measures to reducing the risk of a disaster in the first instance. Support business continuity management functions by ensuring that IT services can be recovered in the event of a major business disruption within required timescales by developing continuity management procedures incorporating:
  - a. Prioritising the services to be recovered through Business Impact Analysis (BIA).
  - Performing Risk Assessment for each ICT Service to identify the assets, threats, vulnerabilities and countermeasures for each service.
  - Evaluating the options for recovery.
  - Producing the Continuity Plan and testing, reviewing, and revising the plan on a regular basis.
8. Responsible for ICT **Capacity Management** strategy and operational management, to lead on ensuring all current and future capacity and performance aspects of the IT infrastructure are provided to meet business requirements at acceptable cost and ensuring that IT is used in the most efficient and effective manner. This involves input from all areas of the business to identify what services are (or will be) required, what IT infrastructure is required to support these services, what level of Contingency will be needed, and what the cost of this infrastructure will be.
9. Responsible for the day-to-day **Financial Management** of the ICT budgets, to review and assist in the preparation of Budgets. Ensuring that the ICT infrastructure is obtained at the most effective price (not necessarily cheapest) and calculating the cost of providing ICT Services so that the organisation can understand the full cost of ICT provision.
10. Responsible for ICT **Security Management** strategy and operational management, to lead on managing the Security of the Network/Environment (including backups and data management) to assure **Confidentiality** (Information is accessible only to

those authorized), *Integrity* (Safeguarding the accuracy and completeness of information) and *Availability* (Authorised users have access to information when required).

11. Responsible for ICT **Incident Management**, to lead on restoring normal operations as quickly as possible with the least possible impact on either the business or the user and as efficiently as possible with regard to resource and cost.
12. Responsible for ICT **Problem Management**, to lead on minimizing the impact of ICT problems on the organization, managing the diagnosis and detection of problems, providing creative solutions and preventing reoccurrence.
13. Responsible for ICT **Change Management**, to lead on ensuring standardised methods and procedures are used for efficient and prompt handling of all changes to the ICT environment, in order to minimize the impact of change related incidents upon service quality and consequently to improve the day-to-day operations of the organization.
14. Responsible for ICT **Release Management**, to define the strategy and lead on management of all software configuration items within the organization, responsible for the management, deployment, support and licensing of the organizations software products through effective Software Control & Distribution, involving the creation of a Definitive Software Library, into which the master copies of all software is stored and from here the control and release is managed.
15. Responsible for ICT **Configuration Management**, to lead on providing information on the IT infrastructure to all other processes and ICT management. Enabling control of the infrastructure by monitoring and maintaining information on all the resources needed to deliver services.
16. Responsible for Staff management, including the coordination and development of staff undertaking PDRs and skills analysis.
17. Project manage the implementation of new hardware, software acquisitions and software upgrades to Prince2 methodology. To co-ordinate and provide technical resource to support the Business Transformation team in the delivery of corporate projects.
18. Responsible for producing relevant reports, operational statistics & KPI's and ensure that ICT Support achieves its performance targets.
19. Responsible for managing the ICT Network Infrastructure and all necessary standards e.g. quality of service delivery. To also take a holistic approach to technical solution design in developing the infrastructure.
20. Work to implement and achieve compliance with industry best practice standards for the management and improvement of ICT Service Support e.g. ITIL.
21. Review and assist in the preparation of the ICT User Guide, Security Policy, Disaster Recovery Plan, SLA's and Technical Infrastructure and Applications Architecture.
22. To keep up to date with the requirements for T-Government and modernization in order to contribute to the Councils continual requirements for first class service delivery supported by effective back office systems and procedures.

23. Establishment of Frameworks and standards pertinent to the professional delivery of ICT Service Support. Creation of procedures and work instructions to support the establishment of frameworks and standards.

24. Commercial Negotiation with vendors for technical contracts and solutions.

### **DESIGNATED CAR USER**

A designated car user status has been attached to this post.

### **SPECIAL CONDITIONS**

Duties may include attendance at evening meetings and/or work outside normal office hours.

Evenings and weekend work may be required occasionally to address the support service and project delivery.

### **RESTRICTIONS**

This is not a politically restricted post.

This post is subject to exemption with reference to the Rehabilitation of Offenders Act 1974.

### **NOTE**

The above job description sets out the main responsibilities of C64 ICT Service Support Manager but should not be regarded as an exhaustive list of the duties that may be required. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the post holder during the Personal Development Review process.

All employees are expected to maintain a high standard of service delivery and to uphold the Council's policies in accordance with equality and diversity standards, and health and safety standards, and to participate in training activities necessary to their job.

	Name	Signature	Date
Job Description written by	Greg Dwyer	<i>G Dwyer</i>	11/11/2025
Job description agreed by			
Person specification agreed by Job Evaluation			

Date of issue:

Additional notes for JE/HR.