| JOB OUTLINE | |
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| **JOB TITLE: IT Manager – End User Services** | **JET CODE: 8065** |
| **SERVICE: IT** | |
| **DIVISION: Corporate Support** | |
| **REPORTING TO: IT Service Manager** | |
| **RESPONSIBLE FOR: Service Support Team**<br>**End User Computing Team** | |

**JOB PURPOSE**:

This is a strategic leadership role with corporate-wide accountability, responsible for directing and aligning multiple IT service functions to deliver integrated business systems and digital solutions supporting all Council services and partner organisations.

Responsible for defining the directions of their teams to ensure alignment with the overall IT Service, setting priorities, and ensuring delivery of high-quality, secure and effective digital and information systems.

The role is accountable for service performance, capability development, and alignment with the Council's Digital Strategy and transformation objectives

Responsible for the development and maintenance of excellent working relationships with Council Services and partnership working with external suppliers and organisations.

Responsible for the delivery of projects, support services and operational outcomes within their specialist area, ensuring that performance, quality and customer expectations are met

In conjunction with the Service Manager, provide strategic decision making and deliver agreed elements of the IT Service.

**MAIN DUTIES:**

- Provides strategic leadership and oversight to multiple IT teams, operating through Team Managers to ensure coordinated service delivery and performance management.
- Lead multi-disciplinary teams of IT professionals to provide IT end user services, IT Service Desk provision & Education IT support.

- Lead & develop Team Managers ensuring effective delegation, performance and capability across teams.
- Manage IT Service teams ensuring the right blend of knowledge, skills, abilities and experience to deliver excellent customer service, and deliver projects.
- Be accountable for the performance, availability and continuous improvement of end-user devices and Service Desk operations.
- Be responsible for prioritisation of demand across IT teams ensure alignment between business need, capacity and delivery capability.
- Support delivery of the IT Service roadmap & long term service planning.
- Manage the procurement of IT assets, IT Service Desk provision and provide/maintain the councils school ICT estate.
- Manage the full front-line digital experience of council staff by overseeing all end-user hardware/software, ensuring systems are operational, secure and compliant with standards. This includes the management of lifecycle activities.
- Contribute to and provide IT Service strategic decision making by aligning technology initiatives with council objectives and opportunities for change.
- Support delivery of appropriate strategies, policies and procedures.
- Interpret legislation, Scottish Government guidance and East Lothian Council policy to manage, develop and support systems, processes and staff.
- Sponsor major projects using an agreed project management framework, including risk management and using relevant organisational and change management techniques as appropriate. Be accountable for ensuring benefits and outcomes are realised
- Lead and participate in project teams, as required.
- Work collaboratively with and ensure the relevant level of support from services and staff required to deliver Service and project plan objectives.
- Ensure that outputs from support activities meet IT Service requirements, and that project outputs meet overall Council requirements and agreed service plans.
- Ensure that appropriate systems are in place to assist with the accurate and timely reporting of project plans, performance and progress to the IT Service Manager, the Head of Corporate Support, and Council Leadership Team, as appropriate.
- Prepare reports on relevant subject matter, as required, for the IT Service Manager, and Head of Corporate Support
- Deputise for the IT Service Manager where appropriate.
- Represent the Council at external meetings as appropriate.

- Apply the Council's 'One Council' approach, Customer Service Standards and adhere to the principles and practice of equality as laid down in the Council's Equal Opportunities Policy.

Any other appropriate duties, as requested by Management, commensurate with the grade for the post.

**ESSENTIAL REQUIREMENTS FOR THIS ROLE**

**Education**:

- Degree level qualification or equivalent **and/or** able to demonstrate equivalent knowledge, skills and competencies gained through extensive experience working at a senior level within a Local Authority IT Service or at a senior level in an Enterprise scale Information Systems environment.

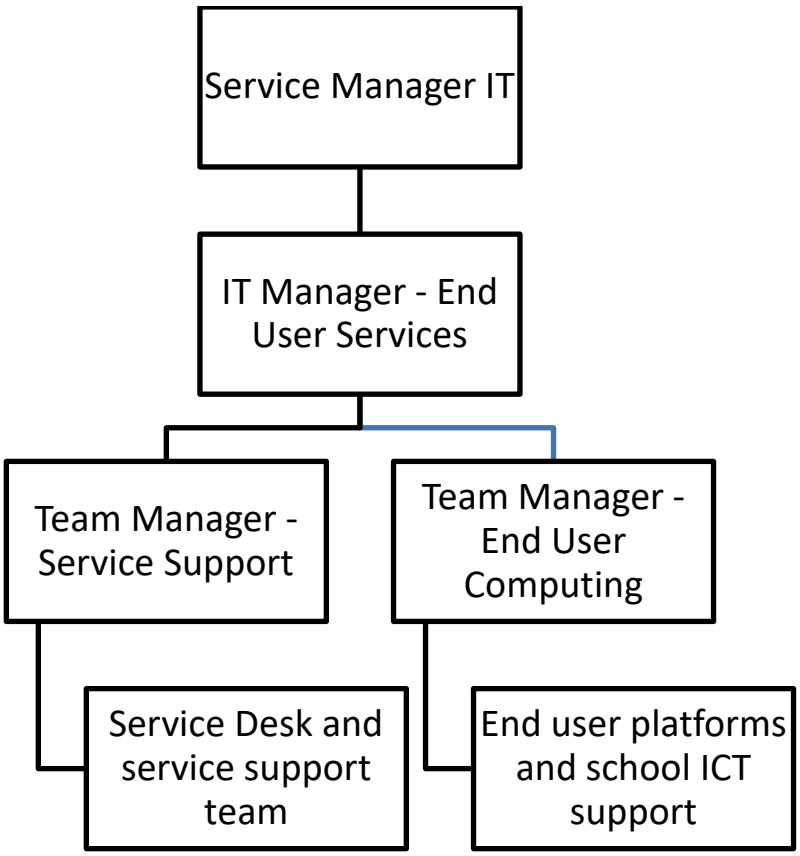
**Disclosure Scotland:**

- This role requires **Level 1 Disclosure Clearance** to allow access to the Public Sector Network. ELC will submit a Police Act Disclosure application on behalf of the preferred candidate and receipt of the subsequent certificate will be **required prior to commencement.**

**Scottish Social Services Council:**

- None

**ORGANISATIONAL STRUCTURE:**


Service Manager IT
IT Manager - End User Services
Team Manager - Service Support
Team Manager - End User Computing
Service Desk and service support team
End user platforms and school ICT support

| PERSON SPECIFICATION | | |
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| **Attributes** | **Essential** | **Desirable** |
| Education, Registration & Training | Degree level qualification or equivalent **and/or** able to demonstrate equivalent knowledge, skills and competencies gained through extensive experience working at a senior level within a Local Authority IT Service or large enterprise scale IT department.<br><br>This role requires **Level 1 Disclosure Clearance** to allow access to the Public Sector Network. ELC will submit a Police Act Disclosure application on behalf of the preferred candidate and receipt of the subsequent certificate will be **required prior to commencement.** | PRINCE2 certification<br><br>A current driving licence and/or use of a vehicle to travel between locations |
| Previous Experience (Paid & Voluntary Work) | Extensive experience of successfully managing service delivery teams<br><br>Extensive experience of end-user support leadership and ITIL aligned service management.<br><br>Extensive experience of end-user technologies and managing the full life cycle of devices and software.<br><br>Proven experience managing IT Service Desk operations and delivering continual service improvements.<br><br>Experience in managing and motivating systems support teams<br><br>Extensive experience of working in a corporate IT environment and aligning technology solutions with council objectives. | |

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| | Experience of managing, planning and implementing high profile projects and procurement<br><br>Experience in managing and delivering change<br><br>Experience of high level influencing, negotiation and relationship building<br><br>Experience of coaching, mentoring and developing staff<br>Experience of dealing with challenging behaviour<br><br>Experience of applying HR and Health and Safety policies | |
| Knowledge/ Skills /Competencies | Specialised, technical knowledge of: Selecting, implementing and managing end user devices and platforms; desktop and personal computing technologies and lifecycle management of them.<br><br>ITIL aligned service desk management knowledge including customer -centred service delivery and the ability to drive continual service improvement.<br><br>Knowledge of Microsoft technologies.<br><br>Analytical and investigative skills<br><br>Problem solving skills<br><br>Ability to translate technical features into business value for the Council.<br><br>High level of competency in developing and managing a range of complex and competing projects | Knowledge and understanding of political, legislative and policy requirements as they affect local government. |

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| | Resource management, capacity planning and workload coordination.<br><br>Experience and knowledge of change management, and implementing continuous improvement<br><br>Resolving conflict and overcoming difficult situations<br><br>Effective verbal and written communication skills<br><br>Excellent organisational, motivational and management skills<br><br>Customer service skills and experience | |
| Personal Qualities | Ability to use own initiative<br><br>Ability to seek solutions and deliver results<br><br>Ability to prioritise a varied and complex workload<br><br>Ability to manage and facilitate change<br><br>Ability to work under pressure and meet deadlines<br><br>Ability to work flexibly as part of a team<br><br>Ability to develop effective relationships with stakeholders<br><br>Ability to work to a high degree of accuracy, paying close attention to detail<br><br>Ability to work with and explain detailed legislative information | Inspirational leader |

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| | Ability to manage and motivate others<br><br>Enthusiastic and proactive attitude to service delivery<br><br>Diplomacy, empathy and ability to build good working relationships at all levels | |
| Council Behaviours | We are Person Centred<br><br>We Initiate and Embrace Change<br><br>We Strive to be the Best we can be<br><br>We make things Happen<br><br>We work Together | |

East Lothian Council