BTS SERVICE MANAGER (TECHNICAL & HOSTING)

Reference No.	I070.01	Type	Individual
Service	Business Technology Solutions		
Job Family	Service Manager 1	Grade	FC11

Purpose

To lead and manage the strategic development, delivery and support of Council-wide ICT network, server and end-user device (infrastructure) platforms and to ensure effective Council-wide engagement, management and governance arrangements are in place to that end.

Leading and directing the activities of Networks, Servers & Storage and End User Device support – and any associated externally-.hosted provision - and to assure continuity and further develop and maintain these platforms.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Leading and directing the activities of Networks, Servers & Storage and End User Device support – and any associated externally-hosted provision - and to assure continuity and further develop and maintain these platforms.	Educated to SCQF level 9 which includes a Degree or equivalent or equivalent vocational accreditation in a computing/ systems or related discipline or equivalent experience	✓	
	Proven staff management and effective leadership of a significant sized team working in a complex technical environment	✓	
	Solid technical appreciation and extensive experience of the technical and management processes pertinent to management ICT Infrastructure & Operations activities	✓	

    E = Essential Criteria D = Desirable Criteria

Role Profile

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Development of strategic technical plans relating to the provision of the Council's ICT infrastructure. This will include capacity/growth planning and associated financial planning to ensure the Council's fundamental ICT infrastructure, hosted Data Centre services, end-user device provision and external contracted supply and hosting arrangements are assured. This will also include the review and assessment of new technology options or contractual and hosting arrangements to continually assure sustainable, cost-effective and reliable provision of infrastructure services.	Experience of drawing up forward ICT infrastructure plans, including the analysis and assessment of growth, cost and reliability factors to provide robust forward plans Broad technology awareness of ICT Infrastructure and Operations technologies Significant experience in the analysis of ICT performance, growth and capacity SFIA Competence Level 6 (Initiate, Influence) - IT/infrastructure Management - Financial Management - Emerging Technology monitoring - Innovation SFIA Competency Level 5 (Ensure/advise) - Sustainability assessment	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	

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Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Leadership and governance of significant, Council-wide infrastructure change and upgrade programmes and projects and strategic contribution to major Council projects with significant infrastructure components. Ensure and take ownership of benefits delivery with respect to Council ICT Infrastructure Programmes and Projects.	Experience in managing large-scale infrastructure Programmes >£1m	✓	
	Ability to provide Board-level leadership and technical advice and input to Council change programmes	✓	
	Ability to translate and communicate complex technical considerations for external and Council stakeholders at all levels	✓	
	Solid knowledge and practical experience of PRINCE2 and MSP methodologies	✓	
	SFIA Competence Level 6 (Initiate and Influence) - Programme Management	✓	
	- Project Management	✓	
	- Change Implementation Planning and Management	✓	
	SFIA Competence Level 5 (Ensure/advise) - Benefits Management	✓	
Manage and direct the delivery and operation of technical and infrastructure services, including the design and execution of agreed services and support. Ensure effective transition and change management arrangements are in place to prevent unplanned outages and ensure the Councils' vital ICT infrastructure is protected from unforeseen threat or damage.	Significant experience of ITIL disciplines and processes	✓	
	Experience of managing ICT Service Delivery and Support in a large and complex organisation	✓	
	Experience of implementing and improving ICT Support Services delivery	✓	
	Experience of ICT Service transition and Change	✓	

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Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Ensure areas of risk, unplanned growth in demand, patterns of outage or repeating problems are identified and remediated before they cause significant disruption or loss of service.	Management in a highly complex ICT environment	✓	
	Experience of continual process improvement methods such as Lean, Six Sigma		✓
	SFIA Level 6 Competence (Initiate/Influence)–		
	- Availability Management	✓	
	- Service Level Management	✓	
	- Change Management	✓	
	- Storage Management	✓	
	SFIA Level 5 Competence (Ensure/Advise)		
	- Service Transition	✓	
	- Configuration Management	✓	
	- Asset Management	✓	
	- Capacity Management	✓	
	- Problem Management	✓	

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Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Provide leadership and manage performance and delivery of in-house teams in this area of responsibility. Promote and develop high technical proficiency, performance focus and highly automated/pro-active approaches. Ensure sufficiently skilled resources are available to deliver the Council's ICT infrastructure services and to meet demand and growth. Undertake continual improvement based on of customer data captured in SOCITM benchmarks, Service management platforms (Assyst, Systems Centre) and other customer feedback, and systems monitoring tools.	Evidence of establishing performance frameworks and delivering performance excellence	✓	
	Solid experience of workforce, ICT capacity and budgetary planning	✓	
	Experience of setting and monitoring customer service standards	✓	
	Experience of interpreting, analysing and acting on customer and systems management data and feedback	✓	
	Knowledge, and experience of implementing, relevant accessibility requirements		✓

	SFIA Level 5 Competence (Ensure/advise)
	   - Performance Management
	   - Resourcing
		✓
		✓	

Work with external service providers and partners to deliver infrastructure services and projects to meet Council requirements. This will include specification and negotiation of new service arrangements and the integration of performance and capacity monitoring arrangements into existing systems. This will also include the active management and engagement of suppliers to ensure continued delivery at agreed levels and appropriate service improvements.	Experience in drawing up and negotiating complex contracts for the delivery of ICT infrastructure and services	✓	
	A good understanding of the ICT services and supply landscape in terms of externally-provided solutions	✓	
	Experience in benchmarking a range of delivery service and providers	✓	
	Experience of conducting negotiations on significant		✓

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	contractual issues/failures.		
	SFIA Competency Level 6 (Initiate, influence) - Contract Management	✓	
Representing the Council, Directorate or Service at agreed internal/external meetings, producing strategic and management reports and delivering presentations to all Council levels and to ICT/public sector forums.	Report writing skills	✓	
	Presentation skills / confident delivery style	✓	
	Ability to use a variety of channels and methods to influence and inform stakeholders at all levels	✓	
	SFIA Level 7 (Set Strategy, Inspire and Mobilise) - Relationship Management	✓	
Contributing to and representing the Council on relevant national public and private sector bodies which develop and share policy, national standards and best practice. (Scottish Councils SOCITM, COSLA, Improvement Service and Scottish Government, ICT professional bodies).	Experience of actively contributing outside organisational boundaries in national or multi-national ICT forums and organisations	✓	
Working with elected members on a regular basis, to respond to queries, support policy development, and improve the customer experience or reputation of the Council. This includes supporting the work of, or contributing to, Scrutiny Committees and Standards & Audit.	Experience of working with elected representatives		✓
	Understanding of the issues arising from working with non-executive stakeholders, or politicians	✓	
	Good knowledge of Council operations, functions and relevant policy and regulatory frameworks.		✓

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Role Profile

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:			
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Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required			
Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children ☐	PVG Protected Adults ☐	PVG Both ☐ None ☐
	Basic Disclosure ☒	Standard Disclosure ☐	Enhanced Disclosure ☐

Additional Information – the following information is included in appendices:	**Expected Behaviours –** It is essential that you display the following behaviours as they are expected of all our employees:
- Skills Framework (if applicable) **How** we work matters	- Take Ownership - Focus on Customers - Work Together - Embrace Technology & Information - Deliver Results

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