

Job Description

Job Title: Operational Services Team Leader

POSCODE:

Grade: PCC GR 12 / CCC P2

Overall purpose of the job

This role will report into an ITDS Services Manager.

The Operational Services Team Leader is responsible for managing a team of Analysts within their domain in the day-to-day activities across Cambridgeshire County Council and Peterborough City Council. The role will be responsible for:

- Providing tier 2 & 3 support and ensuring customer requirements are met in terms of communication, prioritising, escalating and resolving incidents and requests within agreed SLA's.
- Developing effective working relationships with colleagues within and beyond ITDS services.
- Ensuring that a consistent, high quality service is delivered.
- To provide domain specific expertise
- To adopt and support a team-based approach to development, providing strong technical direction and support to the other members of the team.

Main accountabilities

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1.	Service Management <ul style="list-style-type: none"> • Responsible to ensure the effective deployment of staff in order to meet requirements and to maintain the services in line with the agreed SLA. • To provide specific expertise across multiple areas and be the focal point of contact to the team and ITDS • Responsible for developing a culture of ownership within the team focussed on meeting user needs and providing outstanding levels of customer satisfaction • Monitor and manage support call queues. Carry out incident and service request investigation and resolution. • Liaise with users, colleagues within ITDS and third parties over support issues, raising and escalating support calls as necessary in order to achieve satisfactory resolution in a timely manner • To establish and agree plans for authorised work in liaison with their ITDS Services Manager. • To analyse users' stated requirements, evaluate alternatives and recommend a course of action. • Responsible for ensuring the KPIs are met and are continually reviewed to make sure they meet current & future business needs. • Set priorities within the team in conjunction with ITDS Services Manager • Manage, understand and report demand within the team • Track, analyse and monitor performance metrics within team.
2.	Service Development

	<ul style="list-style-type: none"> • To provide support to team members and cover for ITDS Services Manager • Responsible for creating a customer service culture that continuously provides exceptional customer service evidenced through customer feedback / customer satisfaction surveys, with clear plans to address any areas of improvement. • Responsible for ensuring that all processes and procedures are continuously reviewed and updated on a regular basis with clear document ownership which supports a knowledge hub for ITDS services and customers. • Support and/or carry out user administration, system administration and system configuration tasks as agreed with the relevant application owners. Manage and co-ordinate interfaces between applications, and the associated processes, as agreed. • Responsible for ensuring the team have the appropriate training, coaching and development. • Recruit, develop and appraise staff to maintain a responsive, skilled, well-trained and effective team that champions customer care and works at all times in accordance with CCC and PCC IT policies and other relevant CCC & PCC policies.
3.	<p>Project and Workload Management:</p> <ul style="list-style-type: none"> • Manage project work carried out by the Team as assigned (e.g. upgrades) to ensure successful delivery to agreed scope, timescale and budget. • Work with Projects and Programmes to provide resources and skills to support project • Ensure project time within team is charged appropriately. • Lead in the assessment of the potential impact on existing access security mechanisms of specific planned technical changes, in order to help ensure that potential compromise or weakening of existing security controls is minimised. Also lead in the evaluation, testing and implementation of such changes. Ensures that co-ordination and change control are applied to technical specifications and to the technical infrastructure.
4.	<p>Technical Development and Compliance</p> <ul style="list-style-type: none"> • Responsible for ensuring there is a clear understanding and support of interfaces with other systems in use across multiple systems. • Ensure the team are proficient and they continue to develop their skills and knowledge in appropriate technical areas in order to optimise the benefits of reducing the time to resolve customer queries. • Provide technical advice and consultancy to users and colleagues within ITDS. • Support the Development, implementation of the IT & Digital strategy for CCC & PCC. • Support the development, communication and deployment of all Technical Governance processes, standards and policies for the IT & Digital Service including documentation • Building and maintaining security defence through: <p>Recognises, investigates and reconciles violation reports and logs generated by detection systems in accordance with established procedures and security standards. Examples include but are not limited to responding to and reporting from automated alerting systems, auditing logs, IDS/IDP logs, SEIM, anti-virus and Firewall systems.</p> • To work with the Information governance, Security Ops Manager and all IT resources and other council stakeholders to ensure that services meet the requirements of applicable local, regional and national information security policy, process, guidance and standards including accreditations and codes of connection, PSN, HSCN, Cyber Essentials

5.	Additional Accountabilities <ul style="list-style-type: none"> • Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post. • Provide support for Business Continuity activities • Carry out non-guaranteed overtime and standby in line with operational service needs, this may include <ul style="list-style-type: none"> ○ Participation in monthly infrastructure maintenance upgrades or updates or patching ○ project work. ○ Participation in a rota for out-of-hours support
6.	Health & Safety: <ul style="list-style-type: none"> • Ensure the Team and its activities are in full compliance with CCC, PCC and the legislative Health & Safety policies and guidance.
7.	To demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.

Person Specification

Qualifications, knowledge, skills and experience

Qualifications Required	Subject	Essential/ Desirable
Degree or equivalent	ICT qualification	Essential
Qualification in Management	Management	Desirable
For Data Services Team Leader	Formal training in Oracle & SQL Server Database management	Essential
For Network Team Leader	Networking qualification	Essential
For Infrastructure Team Leader	Infrastructure qualification	Essential

Identify	Describe	Essential/ Desirable
Knowledge		
Service Area Specific Knowledge	<p>Operational Services Team Leaders will be expected to have a broad range of knowledge, including that applicable to other service managers.</p> <p>There are however areas where specific knowledge is required and deemed essential.</p> <p>These are listed below.</p> <p>Data Services Team Leader</p> <p>In-depth knowledge and understanding of application support of large, complex and diverse business systems in particular respect to the reporting function including social care systems and CRM systems.</p> <p>In depth knowledge of one or more of the following technical areas:</p> <ul style="list-style-type: none"> • Microsoft SQL Server Reporting Services • Business Objects • Crystal reports • SQL, T-SQL and PL/SQL • Microsoft SQL Server Analysis Services • PowerBI. <p>Or an understanding of one or more of the following lines of business applications:</p> <ul style="list-style-type: none"> • Capita ONE • CoreLogic Mosaic • DPS legal case management • Tribal K2 	Essential

	<ul style="list-style-type: none"> • Capita Academy <p>Application Delivery Team Leader</p> <p>Knowledge and understanding of how to deploy and deliver systems and software. Knowledge of relational databases, reporting tools and associated operating systems. Windows versioning, upgrade paths and lifecycle management. Applications deployment methodologies. Citrix configuration and Deployment Intune Management and Configuration SCCM Management and Configuration WSUS Packaging and App-V Group Policies</p> <p>Application Services Team Leader</p> <p>In-depth knowledge and understanding of application support of large, complex and diverse business systems in particular respect to the reporting function including social care systems and CRM systems.</p> <p>Knowledge of one or more of the following technical areas:</p> <ul style="list-style-type: none"> • Microsoft Dynamics CRM • Microsoft.NET and Visual Studio.NET • Microsoft SQL Server • SQL, T-SQL and PL/SQL • Citrix application delivery software • NetScaler traffic management software • Visual Basic Scripting • Wisdom EDRM software • Information @ Work EDRM • MOVEit Automation and MOVEit Transfer • Oracle WebLogic 12C. <p>Or one or more of the following lines of business applications:</p> <ul style="list-style-type: none"> • Capita Academy • Capita ONE • Liquidlogic Children's System • CoreLogic Mosaic • DPS legal case management • Tribal K2. 	
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	<p>Network & Telephony Team Leader</p> <p>Detailed technical understanding of the theory and practice of networking; OSI model, TCP/IP, LAN, WAN, VLANs, SDA, SDN, stretched fabric, Routers, and switches.</p> <p>Detailed technical understanding of the theory and practice of VOIP; SIP, H.323, RTP, RSTP and Codecs.</p> <p>Monitoring and management of a multi-server Enterprise VOIP implementation.</p> <p>Advanced knowledge of routing and tunnelling protocols including BGP, OSPF, EIGRP, IPSEC, GRE, and L2TPv3.</p> <p>Expert Knowledge of</p> <ul style="list-style-type: none"> • Cisco ACI • Cloud network design. • Firewalls. • Aruba and/or Meraki WiFi Systems. • Citrix Netscaler technologies • VOIP based Telephony Systems • Cross Campus networking <p>Infrastructure Team Leader</p> <p>In-depth knowledge of PC, Server and networking technologies, protocols and standards with specific understanding of Windows, WAN, LAN and remote access and the use of multi-platform server environments.</p> <p>You can build, configure, administer and support infrastructure technologies and solutions such as: computing, storage, networking, physical infrastructure, software, COTS and open source packages and solutions, and virtual and cloud computing, including IaaS, PaaS, SaaS</p> <p>Multi tenanted Data Centre Management; cooling, power consumption, capacity management, fire suppressant, health & safety protocols</p> <p>On prem and Azure Active Directory including schemas</p> <p>Capacity management and planning</p>	
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	Cloud architecture and support including; reserved instances, cost optimisation, right-sizing financial management, security.	
	In-depth understanding of ICT concepts and practices, current technologies and trends.	Essential
	Understanding of ITIL service management	Essential
Data Protection	Understanding of policies concerning data security, data protection, and confidentiality	Essential
	Understanding of corporate frameworks for financial and procurement processes.	Desirable
	Awareness of the issues and challenges facing local government	Essential
Project Management	Knowledge and understanding of project budgeting, resource management, income management and monitoring processes.	Essential

Skills		
Interpersonal Skills	Excellent interpersonal skills and a friendly and confident manner. Ability to communicate clearly and effectively, both verbally and in writing.	Essential
Leadership & Motivation	Able to lead, motivate and develop a team of skilled support personnel.	Essential
Working Together	Ability to work with, and support, other staff. Ability to take responsibility in a support situation. Ability to prioritise and plan the work of others.	Essential
Workload Management	Strong workload management skills, prioritising multiple requests and staff to meet service level targets.	Essential
Problem Solving	Excellent problem-solving ability. <ul style="list-style-type: none"> For resolving support problems. For resolving resourcing issues and finding smarter ways of working. 	Essential
Influencing Outcomes	Ability to engage successfully with stakeholders to achieve desired outcomes. Able to demonstrate awareness of business and organisational sensitivities and reflect this in approaches to resolving issues and problem solving.	Essential
Operational Excellence	Manage change effectively. Design, innovate and influence best practice in the work of team, contractors, partners and self.	Essential

Experience		
Team Management	Experience of managing a team of IT staff in a support role	Essential
	Knowledge and experience in an IT related function with substantial involvement in the delivery of IT systems to a wide and varied customer base using a range of IT environments.	Essential
	Experience of workload management of multiple projects for technical support.	Essential
Supporting IT Systems	Experience of working in an IT support environment.	Essential
	Experience of project management on small to medium scale projects.	Essential
	Experience of service level management.	Essential
	Experience of workload management of multiple request and projects.	Essential
	Experience of working with and developing customer relationships within a variety of customer groups including staff, members and partners.	Essential
Mentoring	Experience of mentoring and supporting junior analysts.	Essential

Equal opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	Essential
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Disclosure level

What disclosure level is required for this post?	None x	Standard
	Enhanced	Enhanced with barred list checks

Work type

What work type does this role fit into?	Fixed	Flexible x	Field	Home
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