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| **JOB DESCRIPTION****Job Title: Applications Support Manager****Manager Office: The ICT Service (Education)****Service: Children, Education and Families****Directorate: Education****Reports to: Service Delivery Manager Grade: P1****Location: Speke House, Compass Point Business Park, St Ives, PE27 5JL Hours: 37 Hours** |
| **Job Purpose:**This post is required to ensure customers receive a high-quality level of support in their use of School Management Information, and Finance Systems, as well as other common tools such as Microsoft 365 and Google Workspace. Through this service provision schools will be more able to meet their statutory requirements, provide quality data to achieve positive results through Ofsted inspections and run the school in a way that harnesses ICT to the benefit of learning outcomes for children and young people. |
| **Principal Accountabilities:*** To ensure The ICT Service provides high quality support and advice on the functional use of supported ICT systems through a variety of channels (e.g. service desk, training courses, seminars and meetings).
* To effectively run the team to drive up service quality and ensure ICT Support SLA’s are consistently achieved.
* To monitor and manage tickets logged by customers, ensuring tasks are efficiently distributed through the team based on meeting SLA whilst taking into account analyst skills, knowledge and availability.
* To effectively prioritise tickets in line with ITIL v4 best practice by assessing incident impact and urgency.
* To drive consistency and quality in all aspects of the ticket management process (creation, update and resolution) across the team, to ensure that SLA’s are consistently met and that reporting data and root cause analysis information can be collected to enable service improvement.
* To feedback significant developments in the use of schools’ management systems including finance. To maintain good relationships with suppliers of their MIS products.
* To work with colleagues as required to achieve the aims of identified MIS-related development projects.
* To supervise and undertake regular customer service engagements and provide feedback to Service Delivery Manager. These visits can be via survey, phone calls or service review meetings.
* To line manage the Application Support Analysts and Service Desk Analysts, day-to-day ensuring the service desk is adequately staffed. Carry out regular 1:1 CCC Conversations and annual ratings of team members.
* To act as general adviser to schools, reviewing policy, processes, and professional development, to ensure the appropriate use of ICT for management, administrative and teaching staff, and securing such support and training as necessary.
* Represent the MIS needs of supported schools at national forums, including software companies and user groups.
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| **PERSON SPECIFICATION****Job Title: Application Support Manager Office: The ICT Service (Education)****Service: People and communities Directorate: Learning****Reports to: Operation Manager Grade: P1****Location: Speke House, Compass Point Business Park, St Ives, PE27 5JL Hours: 37 Hours** |
| The following criteria are appropriate for this post. You must meet the essential criteria in order to be shortlisted for the post and it would be advantageous if you meet the desirable criteria.**Education, Qualifications & Training**Essential:* Key Skill Level 4: Bachelor’s degree; HNC; HND NVQ level 4 or equivalent; including professional qualification in any relevant discipline.
* Or relevant proven experience of running a Service Desk

**Knowledge & Experience**Essential:* Demonstrable experience of successfully managing a team in a service desk environment to meet clear service provision objectives (such as achieving SLA).
* Secure knowledge schools’ Management Information systems in education with evidence of impact.
* Thorough knowledge of typical school processes and practices and how the use of ICT supports desired outcomes in education.
* In depth understanding of schools’ specialist processes around key events in the school calendar and how ICT systems are used in relation to these events.

For example, understanding requirements for successful submission of School Census data, the urgency around maintaining systems through exam results periods in the year as well as year-end processes.Desirable:* A sound understanding of the technical complexities surrounding the practical implementation of whole school ICT systems.
* Experience of working in a school or educational setting.
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| **Skills & Attributes**Essential:* Excellent oral and written communication. Excellent presentation skills.
* Able to maintain high levels of performance under changeable and challenging conditions.
* Able to work with a wide variety of staff, including headteachers, teachers, school administrative staff and Council officers.
* Able to work with customers and staff in all situations; ability to diffuse difficult situations and manage customer expectations.
* Skilled in the use of Microsoft Office product suite, and in the use of service desk ticketing systems.
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| **Equal opportunities*** Ability to demonstrate awareness/understanding of equal opportunities and other people’s behaviour, physical, social and welfare needs

**Safeguarding*** Demonstrate an understanding of the safe working practices that apply to this role.
* Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.
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| **Cambridgeshire County Council Behaviours** |
|  | Core Behaviours Expected |  |
| Working Together | * I look for ways to maximise the value of working together, building support ‘behind the scenes’ for changes to delivery and providing focus and direction in delivering to joint outcomes
* I show a close interest in all the services that my Service is designed to maintain.
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| Integrity | * I think creatively, offering original solutions outside of conventional expectations
* I take responsibility for actions
* I actively seek feedback about my Service and make it accountable
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| Respect | * I identify areas for development in meeting all customers’ and colleagues’ expectations
* I innovate within my sphere of influence to change others’ behaviours and the use of resources for the better
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| Excellence | * I manage change effectively
* I design, innovate and influence best practice in the work of my team, contractors, partners and myself
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