

**WHERE
CAREERS
THRIVE**

**When potential
is unlocked,
talent *thrives***



**West
Northamptonshire
Council**

IT Systems Manager

Digital, Technology & Innovation – Resources Directorate

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



**West
Northamptonshire
Council**

Purpose and impact:

Lead the technology infrastructure function for the council - including the transformation and modernisation of the council's infrastructure from its current mainly on-premise hosting into the cloud, ensuring at all times the reliability, availability, delivery and consistent performance of IT infrastructure services to WNC and partner businesses (thousands of staff and hundreds of thousands of customers in Northamptonshire), driving continuous improvement initiatives to optimise operational efficiency and effectiveness.

Accountable to:

This role is accountable to the Head of IT Operations, responsible for the direct line management of four team leads and c. 20 staff overall. The role sits within the Digital, Technology & Innovation division, part of the Resources Directorate in West Northamptonshire Council.

Responsibilities:

1. Develop, propose and execute WNC's infrastructure strategy – including Cloud migrations, in alignment with the IT Strategy and business goals as well as market trends. Collaborate with internal teams (e.g. the Applications Support team, Data team etc) to create a pipeline of scheduled updates (application, operating and database systems etc) to be applied over the next 12 months and beyond.
2. Lead and manage all aspects of the Infrastructure team, acting as the lead Cloud authority within the IT Operations team, engendering a DevOps culture, whilst evaluating applications and determining their viability to be migrated or transferred to cloud services, designing, implementing, administering and managing these cloud-based systems for WNC whilst providing informal training and advice and guidance to staff as required within the designated WNC Cloud environment(s).
3. Implement an Agile-based process (Kanban/Scrum etc) for handling the workload of the team so that all work requests – be they projects or larger BAU items, are accordingly owned, assigned to team members, fully planned and scheduled in so that via a dashboard (which is regularly updated), an holistic view of resource allocation within the department can be clearly seen.
4. Evaluate and recommend improvements in infrastructure monitoring so that all key elements within the WNC Infrastructure (network/telephony/On-Premise/Cloud) are continuously monitored to enable pro-active identification of issues and problems, ensuring that swift action is taken with problems and issues flagged leading to an early resolution.
5. Effectively manage IT Operations' third-party suppliers to WNC – including partaking in the Procurement Process, such that the goods and services provided/delivered are always cost effective, particularly at the point of any contract renewal, fully met the contractual terms/KPIs/SLAs agreed between parties and that ongoing costs are fully accounted for and reflected in departmental budgets.

6. Develop and maintain disaster recovery plans so that full recovery from IT failures or disasters is always possible. Regularly test the plan - at least annually, incorporating any learning into the plans whilst ensuring plans are always kept up to date, to safeguard their operational effectiveness.
7. Drive innovation, as well as maintaining up-to-date knowledge of IT/technology trends and best practices, making recommendations as appropriate, and then integrating enhancements into the council's IT operations always ensuring that associated standard operating procedures are developed and published for staff usage.
8. Assist with the delivery of key service projects as required, marshalling resources to support organisational needs, ensuring that infrastructure tasks within projects are completed on time and to budget.
9. Collaborate with the Architecture and Cyber Security teams to ensure technology is commissioned and provisioned in-line with architectural principles and security standards and is regularly tested and fortified to defend against cyber-attacks.
10. In association with Team Leads, ensure that all locations that have IT equipment installed providing IT services, such as datacentres, server and network rooms etc, are always maintained such that the operating environment and IT equipment is always fit for purpose.
11. Manage the allocated annual budget responsibly, liaising on a monthly basis with Finance in terms of reporting, and ensuring that any budget variation is reported and explained to the Head of IT Operations.
12. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
13. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
14. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(A) Application Form, **(T)** Test, **(I)** Interview, **(P)** Presentation, **(D)** Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Exceptional verbal, presentation, and written communications skills to convey information clearly to the different audience – particularly conveying technical information to a non-technical audience.	Essential	A, I
Ability to work effectively and accurately under pressure to tight deadlines during key periods.	Essential	A, I, D
A high degree of flexibility with the ability to organise and prioritise for a demanding workload, which may change frequently.	Essential	A, I, D
Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	Essential	A, I

Knowledge:	Essential / Desirable	Measured by
Deep understanding and experience implementing, administering and updating Cloud technologies such as AWS and Microsoft Azure	Essential	A, T, P
Deep understanding of MS corporate technologies – especially Windows platforms and M365 products in a large scale environment.	Essential	A, I, D
Good experience of working with networking technologies such as Fortinet, Aruba and Cisco	Essential	A, I, D
Good understanding of infrastructure monitoring toolsets	Essential	A, I, D

Relevant experience:	Essential / Desirable	Measured by
Significant demonstrable experience (10 – 15 years) of managing both cloud and on-premise hosted services, maintaining the most effective mix of both and commissioning cloud environments and migrating services.	Essential	A, I, P, D
Significant experience of management Microsoft AD/Azure AD services and Exchange both on-prem and in the cloud	Essential	A, I, P, D
Experience working both with virtualised servers and virtual desktop setups	Essential	A, I, P, D
Understanding of software licensing, particularly Software As A Service models, and enterprise licensing schemes – particularly Microsoft Enterprise Licensing etc	Essential	A, I, P, D
Significant demonstrable experience of running IT operational projects and delivering successfully to time and within budget	Essential	A, I, P, D

Education, training and work qualifications:	Essential / Desirable	Measured by
Relevant cloud certifications such as AWS Cloud Practitioner or Microsoft Certified Azure Solutions Architect	Essential	A, T, I, P, D

Appropriate project management qualification (e.g. Agile, PRINCE2 certification) or equivalent professional experience	Desirable	A, T, I, P, D
Appropriate Service Management qualification (e.g. ITIL Master) or equivalent professional experience	Essential	A, T, I, P, D
<ul style="list-style-type: none"> Bachelors degree, preferably in a Computing discipline - Information Technology and Information Systems or Computer Science, or equivalent professional experience 	Essential	A

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Day-to-day in the role:

Hours:	37	Primary work base:	One Angel Square
Job family band:	Professional Support Band 11	Worker type:	Part-flexible
Salary range:	£65,098 - £71,353	Budget responsibility:	c£2m
People management responsibility:	4 direct Service Leads and an overall team of 21		

Working conditions & how we work:

This role has been identified as a part-flexible worker type, this means that you will be able to work from other work locations and when not working from an office you will be working remotely for up to 2 days a week (including from home).

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T	Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H	High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R	Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I	Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V	Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E	Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

"Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture"

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

