

**Manchester City Council
Role Profile**

**Service Manager (End User Computing), Grade 9**

**ICT Service, Corporate Core Directorate
Reports to: Technical Operations Manager**

**Job Family: Technical**

**Key Role Descriptors:**

The role holder will have lead accountability across a significant or specialist area for the delivery of a range of major technical projects and work packages that achieve the Council’s corporate aims and objectives taking into account relevant statute and legislation.

The role holder will provide high level technical consultancy support in the development of frameworks to deliver quality and appropriate development and outputs, particularly those requiring complex and specialist technical and legislative expertise, to deliver a quality service.

The role holder will use extensive knowledge and expertise to develop, design and implement customer-focused technical solutions. They will continually identify and champion opportunities to deliver improvement in service provision, assigning resources appropriately to ensure delivery of objectives.

**Key Role Accountabilities:**

Provide a lead technical consultancy function for the assigned service area, ensuring that complex and innovative technical solutions are delivered in line with customer and legislative requirements. Dependent on the service area, this may include software / information technology support, engineering, surveying, curating or other specialist functions.

Accountable for the delivery of complex work packages (using project management methodology where appropriate) which deliver organisational objectives, deploying resources effectively and managing stakeholder and customer expectations throughout the lifecycle of the project.

Ensure that efficiencies in project, programme and maintenance service delivery are identified and exploited to provide improvements in the quality of service, with a consistent focus on improved quality, performance and customer service.

Foster successful relationships, both internally and with partner organisations, and secure stakeholder commitment through strong and effective negotiation to ensure work packages are delivered effectively and to customer requirements and agreed objectives. Work closely with contractors where required to ensure effective work package delivery.

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Effectively communicate significant complex technical issues including the analysis and interpretation of legislation to manage negotiations and necessary processes. This will include identifying and addressing complex issues and making informed recommendations on action needed to support key corporate objectives.

Represent the City Council as an expert witness at enquiries, tribunals and hearings or similar proceedings where appropriate.

Roles at this level may be required to manage a range of assigned resources, which may be human, financial or other, to ensure continuous improvement in service delivery. Staff management duties may be either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Dependent on the service area, the role holder may be required to work on a rota basis including out of hours as required to meet customer demand.

Demonstrate a personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be fully considered.**

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**Role Portfolio:**

**Information, Communication & Technology (ICT)**

Information, Communication and Technology (ICT) supports Manchester City Council services by providing the technology infrastructure and services. These range from public facing websites to network operations and cloud services. ICT functions include:

* Heads of IT (HoIT) that lead and direct the ICT for the directorates, ensuring the ICT Strategy is aligned to the delivery of the City’s strategic priorities and enables its services to effectively deliver. The HoIT’s are responsible and accountable for all ICT related business within the directorate for which they are responsible.
* Enterprise Architecture that leads the shaping and alignment of technology with business objectives and service improvement plans.
* Teams of programme and project managers to support the delivery of the change area that delivers against the transformation plan.
* The Service Operation services includes the fulfilling of user requests, resolving service failures, fixing problems, as well as carrying out routine operational tasks. The function also ensures that any new technology brought into service is fully tested and transitioned.
* The ICT PMO provides the governance to allow the selection, prioritisation and control of ICTs projects and programmes in line with its strategic objectives and capacity to deliver. It also manages the ICT finances, contracts and licenses.

The ICT Service is responsible and supports all technical equipment located across the Manchester City Council network including remote workers, the numbers below should provide the context to the scale of the estate the service manages:

* 330 locations including 27 libraries, schools
* 7500 staff and 96 exec members
* 7500 Desktops/Laptops
* 900 printers
* 4000 Mobile phones
* 1000 Tablet devices supporting field workers
* Public Wi-Fi to 90 sites and corporate Wi-Fi at Town Hall Complex

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**Service Operations - End User Computing**

The End User Compute function is responsible for the provision and support of the Council’s end user devices, some 20,000 desktops, laptops, thin clients, monitors, mobile devices and tablets, ensuring users are able to carry out their day to day business, and enabling the delivery of critical services to customers, residents and visitors of Manchester.

The team are also responsible for support and management of the Council’s printer estate, application packaging and delivery, mobile data management, and third party application delivery.

The team ensure that all devices and solutions are delivered, supported and maintained in line with security best practice and compliance requirements such as PSN and GDPR.

The role holder will have the following skills and experience:

* Significant experience of delivering end user computing solutions, services and support in an enterprise environment.
* Extensive experience of developing images using task sequences using MDT and/or SCCM.
* Knowledge and experience of managing and deploying Windows Embedded Standard and ThinOS clients.
* Experience of implementing policies and managing mobile devices using an enterprise MDM solution.
* Experience of using and providing support for the following services and technologies:
* Microsoft Operating Systems
* Android OS and Apple iOS
* Active Directory Services and Group Policy
* System Center Configuration Manager (SCCM)
* Microsoft App-V
* Microsoft DirectAccess
* CallSign Identity Access Management
* Printing
* Good understanding of other technical areas:
* Citrix VDI
* Security
* Networking
* Public Key Infrastructure (PKI)

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* Knowledge and understanding of PSN Code of Connection compliance requirements and security best practice, and experience of implementing ‘secure by design’ solutions and coordinating penetration test remediation activities.
* A strong understanding of Prince2 (or equivalent project management methodology) and how projects should be transitioned into production and the rules and standards that govern this transition.
* Experience of supplier and vendor management in a complex enterprise environment.
* Recent experience of service report writing (OLAs) and other required reports; supported by transparent and factual data analysis; with the aim of demonstrating problems, opportunities / options with / for the service.
* Significant knowledge of the relevant legislative framework and professional standards both within the ICT industry and in particular to a local authority.
* Significant experience of IT Service Operations, and how an IT installation works across 7\*24.
* To work flexibly including out of hours and bank holidays as required to meet customer demand and customer requirements and potential incidents up-to a Major Incident.

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**Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**Generic Skills**

* **Communication Skills:** Is able to effectively transfer key and complex information to all levels of staff, adapting the style of communication as necessary and ensuring that this information is understood.
* **Analytical Skills:** Skills to analyse a wide range of data and other sources of information to break them down into component parts, patterns and relationships; probes for further understanding of problems and risks and makes rational judgements from the available information and analysis demonstrating and understanding of how one issue may be part of a much larger system/issue.
* **Planning and Organising:** Excellent prioritisation skills, evidenced by targets setting for self and others to meet demanding timescales.
* **Project Management:** Proven ability to influence, monitor and control the risk environment, both strategic and operational, through effective allocation of roles and responsibilities.
* **Problem Solving and Decision Making:** Ability to formulate independently a range of options for new or unfamiliar situations and to select the appropriate course of action to produce a logical, practical and acceptable solution. An ability to make independent decisions of a relatively uniform nature.
* **ICT Skills:** Skills to configure appropriate areas of technical support in a large organisation.
* **Financial Management:** Ability to plans forecast and monitor expenditure against budget, investigates variances and takes timely action to address significant deviations.
* **People Management:** Ability to secure and direct resources to fulfil work requirements over a wide service area, motivating, guiding and coaching others towards accomplishment of objectives/tasks.

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**Technical Requirements (Role Specific)**

* Qualified to Microsoft Certified Solutions Associate (MCSA) or willing to work towards.
* Qualified to ITIL, with a strong practical understanding of how the core ITIL functions (CM / IM / PM / RM and Configuration Management) interface and interact to collectively support IT and the Business.

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