

JOB DESCRIPTION

INFORMATION COMMUNICATIONS TECHNOLOGY SUPPORT MANAGER

Post title	Information Communications Technology Support Manager
Division/Section	Technical
Department	LVJB
Responsible To	Head of ICT
Acting up/ Secondment	n/a

Purpose of Job

Lothian Valuation Joint Board is responsible for the creation and maintenance of the largest Valuation Roll and Council Tax List in Scotland.

As a Manager within the organisation, this post is responsible for the leadership and strategic development of an operational service delivering a service across LVJB and across the city.

Major Tasks/Job Activities

The post will take primary responsibility for all aspects of LVJB cyber security which will include;

- Keeping abreast of any national cyber resilience strategies and ensure LVJB participation.
- Annual PSN accreditation.
- Organisational security awareness and training.
- Pen test mitigation/resolution.

In addition the post will be responsible for:

- Responsible for multi-level support of LVJB organisational Information Communications Technology network infrastructure.
- To be responsible for Information Communications Technology network security, support/helpdesk delivery, and all Information Communications Technology related training delivery.
- To manage support staff within the Information Communications Technology Division.
- Analysis of operational network infrastructure requirements to ensure proficient and sustainable Information Communications Technology resource deployment.
- Evaluation, implementation, testing and maintenance of hardware/software solutions.

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- Play an extensive role in enabling compliance with delivery of Modernising Government initiatives.
- Manage work allocation within team.
- Interview and selection of Information Communications Technology staff.
- Analyse, recommend and undertake implementation of client and network security solutions.
- Selection and implementation of all operating and external software solutions and hardware, ensuring integration with any third party applications.
- Manage first line support and solutions for client PCs, network system maintenance tasks and all Information Communications Technology related training.
- Ensuring appropriate measures are understood and implemented in relation to Modernising Government initiatives.
- Operating as appropriate staff related policies, liaising with all levels of employees.
- Research, to keep up to date with Information Communications Technology developments and their possible application to the office.

Supervision and Management of People (Numbers and type of staff)

The post will be responsible for the planning, co-ordination and management of 3 Developer/Analyst posts, staffing matters within ICT, including recruitment, training, guidance and disciplinary matters.

Creativity and Innovation

- Supervision, training, planning and scheduling of team work.
- Understanding of LVJB policies on grievance, discipline, etc.
- Knowledge of LVJB business operations to enable Information Communications Technology support, maintenance and security.
- Hardware and software analysis and complex problem solving.
- Specialist knowledge of LVJB infrastructure and operating systems to enable support work to be undertaken.
- Be able to adapt quickly to changes in technology in general and hardware/software solutions in particular.
- Understand statutory legislation such as the Freedom of Information Act and the Data Protection Act.
- Preparation of detailed hardware/software implementation plans.
- Creation of software/hardware evaluation and testing methodology.
- Providing Information Communications Technology reports and recommendations to senior staff.
- Ensure standards of support/helpdesk and ICT training delivery.

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Contacts and Relationships

- Reports to Head of Information Communications Technology.
- Internal - All staff up to Directorate level.
- External; senior professional equivalents of Local Authority Departments, software and hardware suppliers, maintenance providers and other outside contractors.

Decisions (Discretion)

- Unsupervised Information Communications Technology infrastructure project scheduling.
- Managing and distributing workload.
- Selection of all hardware, operating software environments and external software applications.
- Selection and implementation of technology upgrade paths, procedures and protocols.
- Responsible for decisions relating to network infrastructure status and availability.

Decisions (Consequences)

Decisions made will have a significant impact. The post is expected to work with minimal supervision.

Resources

The post will be responsible for the management of ICT equipment, security systems, management information etc.

Environment – Work Demands

The post holder will manage a small operational service.

The post holder will be required to ensure that software applications are available whenever required by the office for operational purposes. The post holder may therefore be required to work outwith normal working hours in order to ensure an effective service. This will include times when no other staff are present.

Environment – Physical

Although the post may be exposed to some physical demands these will be predominantly within the range of normal office based activities.

Environment – Working conditions

Although the post may be exposed to some adverse working conditions these will be predominantly within the range of normal office based activities.

Environment – Work Context

Although the post will have some requirement to take care in relation to the working environment, work activities and dealing with people this will not be more than the normal required of a LVJB employee.

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Knowledge and Skills

The post will require a degree, or professional qualification (MCSE), in Information Communications Technology related discipline essential, with extensive skills knowledge and experience in multi-platform Information Communications Technology Network management role.

Organisation Structure

See attached - specific to area of operation.