

Role Profile

Job Title Job 31:	ICT Service Delivery Officer (ICT services team)	Grade:	Career Grade: 5 to 7
Department:	ICT	Post no:	
Directorate:	Corporate Resources, Business Services Group	Location:	PH, Ealing

Role reports to:	Corporate Information Governance Manager
Direct Reports:	None
Indirect Reports:	None
<p><i>This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the council and the requirements of the job.</i></p>	

JOB DESCRIPTION

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the possible requirement to obtain a Disclosure and Barring Service (DBS) check.

PURPOSE OF ROLE:

To ensure efficient delivery and effective operational customer focused services to the organisations 3,200 employees and its partners. Support with the monitoring and evaluation of the performance service desk to ensure its performance meets the criteria stated within the agreed operational levels.

To assist in the delivery of quality ICT Support & Data Services and Value for Money. Proactively support the Service Delivery Officer and the Service Delivery Team to effectively manage all corporate ICT communications enhancing customer experience.

To assist in the development and implementation of the ICT & Data Communications Strategy and its operational delivery.

Provide Administrative and project management support in the Service Delivery Team.

KEY ACCOUNTABILITIES:

- Provide administrative and project support to the Service Delivery Team as and when required.
- Develop quality materials (presentations and reports) for all ICT & Data Communications, consultations and focus groups, including corporate presentations ensuring customer expectations are managed and achieved.

- Support the Service Delivery Manager with the administration of ITIL processes and procedures to ensure standards are being adhered to.
- Provide support to the Service Delivery Team in its operational management to deliver key objectives and outcomes corporately to approx. 3,200 staff.
- Coordinate the delivery of ICT & Data Incident Management Procedures for Severity 1's and take minutes of all on-going actions.
- Administer the corporate ICT assets register and CMDB ensuring there are auditable processes and procedures in place and all corporate ICT assets are registered.
- Proactively monitor the Disaster Recovery solutions for business continuity to ensure upgrades to systems are reflected in the DR environment.
- Ensure the administration of all ICT & Data Service Improvement Plans to ensure all patching is complete in a timely fashion to maintain corporate compliance with ISO27001, PCI DSS and Government Connects.
- To be responsible for the day to day supervision of the IT apprentice (if applicable)
- Ensure that ICT recharges are processed accurately and efficiently and any queries are followed up to resolution.
- Be responsible for the IT Service Catalogue, ensuring that orders are dealt with promptly and that stock levels are kept up to date.
- To assist in the management of first line ICT services through operational team leaders and third party suppliers.
- To assist in the monitoring of performance of the Ealing Service Desk according to the agreed internal operational agreements.

KEY PERFORMANCE INDICATORS:

KEY RELATIONSHIPS (INTERNAL AND EXTERNAL):

- Head of Strategic ICT & Data Management, Head of Service Delivery & ICT Contracts, Service Delivery Officer, external suppliers.

AUTHORITY LEVEL (PEOPLE, POLICY, FINANCIAL):

Person Specification

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ESSENTIAL KNOWLEDGE, SKILLS & ABILITIES

1. Experience of being able to communicate effectively at all levels of the organisation including Executives, Directors, Heads of Service and staff.
2. Demonstrable experience and awareness of corporate ICT strategy and ability to turn strategic objectives into operational delivery.
3. Strong understanding of ICT & Data Incident Management and the development of associated documentation to align with corporate business continuity and civil contingencies.
4. Experience of acting as the local point of contact (key relationship management) for a service area identifying needs, ensuring prompt delivery requests, issues and escalations at local level.
5. Experience of managing customer expectations.
6. Experience of evaluating cross-functional services to gain greater understanding of the services required by the customer.
7. Experience of Service Level Agreements and a record of achieving improvements and savings to the benefit of the organisation.
8. Administrative and project skills.
9. Understanding of ICT issues, Severity 1 ratings, incident management, business continuity.

ESSENTIAL QUALIFICATION(S), EXPERIENCE AND REGISTRATION (e.g. HCPC)

- 1) NVQ Level 2 (or equivalent qualification) or substantial experience in an IT support role

Career Grade 6 Criteria

1. Able to assist and support the Service Delivery Team in its operational management to deliver key objectives and outcomes corporately to 3,200 staff.
2. Able to assist the Service Delivery Manager with the administration of ITIL processes and procedures to ensure standards are being adhered to.
3. Provide administrative and project assistance to the Service Delivery Team as and when required.
4. Be responsible for the accuracy and completeness of the corporate ICT assets register and CMDB ensuring there are auditable processes and procedures in place and all

corporate ICT assets are registered.

Career Grade 7 Criteria

5. All as per Grade 6, points 1 to 4 and;
6. Has achieved ITIL Foundation accreditation.
7. Able to support and deliver the administration of ITIL processes and procedures to ensure standards are being adhered to.
8. Provide administrative and project assistance to the ICT team, including taking responsibility for the delivery of actions assigned.

Values & Behaviours

Improving Lives for Residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> • Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues 	<ul style="list-style-type: none"> • Does what they say they'll do on time • Is open and honest • Treats all people fairly 	<ul style="list-style-type: none"> • Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents 	<ul style="list-style-type: none"> • Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures 	<ul style="list-style-type: none"> • Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards