

**Job Description & Person Specification**

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| **Post Title** | System Development & Support Lead | | | | |
| **JE Reference** | W762 | **Grade** | H | **SCP Range** | 39 - 41 |

**Reporting line:**

Systems & Software Manager

Systems Development & Support Lead

System Development & Programmer

GIS Team

# **Job Purpose:**

To provide team leadership and operational management of the team and to contribute to the overall management of the Systems Development & Support section.

To take a lead role in the day-to-day delivery of those elements of the IT workplan assigned to the team and its personnel.

To lead the provision of ICT support and development across Council services to allow key systems to remain current and effective, fully supporting service areas and enabling good customer service, the realisation of business efficiencies, and robust management information.

# **Relationships:**

**Accountable to:** Systems & Software Manager

**Accountable for:** Systems Development & Programmer, GIS Team

**General Contacts:** All staff, Elected Members, service partners, 3rd party suppliers, external customers through SLAs and other Councils.

# **Key duties and responsibilities:**

1. Working with the Systems & Software manager, to define a weekly workplan that supports the delivery of relevant elements of the IT Strategy, and to cascade this workplan to team members.
2. To lead the day-to-day delivery of the workplan, covering systems & software development, maintenance (including upgrade, testing, business continuity, data cleansing, data quality and integrity checks, system checks, performance checks, training and helpdesk/customer support as required), and fault rectification where requested from the Helpdesk.
3. To oversee the workload necessary to ensure the delivery and management of effective IT business applications across the organisation, including (but not limited to) Agresso, CRM, Web-CMS, Casebook, Controcc, GIS, CapitaOne, Children’s Centre Manager and Early help Manager.
4. To contribute the Systems & Software Team’s views on what needs to be changed in order to keep the IT Strategy, Policies, Procedures and workplans up-to-date.
5. To manage the delivery of skills training to team members, and ensure that those skills have been acquired.
6. To develop, and then maintain, effective appraisal processes, including the setting and reviewing of personal objectives for all team members that have a clear golden thread to the IT Strategy and IT Workplan.
7. To manage day-to-day spend against IT budgets allocated to the team.
8. To manage the systems and processes which identify IT assets that are coming to the end of their life/support and need replacing ahead of that expiry date, and the definition of contracts and their expiry date, such that appropriate actions and funding can be in place six months ahead of need.
9. To have explicit knowledge of the Council’s Information Governance processes and other relevant policies and procedures with particular regard to ensuring continued compliance with Government Connects compliance.
10. To support the Strategic Change Manager in ensuring efficient and effective programme and project management, implementation, maintenance and use of the Council’s ICT infrastructure.
11. To lead the team in ensuring the security of the Council's systems and to carry out a rolling maintenance programme to ensure systems integrity and continuity of service, including appropriate documenting, with colleagues, of all systems and hardware, networks and databases.
12. To lead the Team in a range of operational issues to be delivered by the team, with others as necessary, including;
13. Development, maintenance, updating, and year-end testing of all council software systems, ensuring they are fully documented, and that a proper change control system is adhered to.
14. Fault diagnosis and correction within all appropriate software systems.
15. Monitoring of software performance and proactive intervention if response times are likely to fall below required minimums.
16. Full participation in effective Disaster Recovery and Business Continuity Planning, and evidencing of the effectiveness of such arrangements.
17. Provide data to the Systems and Software manager on a regular basis relating to external contracts, on performance and technical compliance to in-house standards and contracts for performance standards.
18. Ensure systems comply with the Council’s Data Management policies and Data Protection responsibilities.
19. To lead the provision of day to day advice and support to operational managers on the use of key systems.
20. To assist in resolving helpdesk queries where these are passed from the helpdesk to the Systems & Development Section.
21. Lead and co-ordinate the application of the relevant software patches and upgrades to systems and ensure that all upgrades and patches are fully tested before implementing into operational activities. To ensure the team fully tests, with appropriate colleagues and in an end-to-end manner, any software patches, upgrades, and year-end routines, as issued by the software supplier.
22. Ensure the development and maintenance of testing scripts and processes.
23. Ensure all testing activities are fully monitored and recorded.
24. Contribute to the development of training programmes to enable new and existing staff to operate systems following upgrade or new installation.
25. To keep abreast of technological developments within the Systems & Software remit, and take part in development of updated IT Strategies and Workplans.
26. To provide on-call services as and when required to support the Council services.

# **General/Corporate Responsibilities:**

1. To undertake such duties as may be commensurate with the seniority of the post
2. To ensure that the Council’s corporate Health & Safety policy is followed and training is undertaken in all pertinent health and safety procedures
3. To partake in the Council’s and Directorate’s staff training and development policies as well as the Council’s system of performance appraisal
4. To treat all information gathered for the Council and Directorate, either electronically or manually, in a confidential manner
5. All employees are required to demonstrate a commitment when carrying out their duties which promotes and values diversity and the equality of opportunity in relation to employees and service users which is in line with the Council’s Equality & Diversity Policy.
6. To be responsible for identifying and managing all risks associated with the job role through effective application of internal controls and risk assessments to support the achievement of Corporate and Service objectives
7. To ensure the highest standards of customer care are met at all times
8. To ensure the principles of Value for Money in service delivery is fundamental in all aspects of involvement with internal and external customers
9. To ensure that the highest standards of data quality are achieved and maintained for the collection, management and use of data.
10. To positively promote the welfare of children, young people, and vulnerable adults and ensure that it is recognised that Safeguarding is everyone's responsibility; and to engage in appropriate training and development opportunities which enhance an individual’s knowledge and skill in responding to children, young people and vulnerable adults who may be in need of safeguarding.

**Last Updated:** September 2017 **Author:** David Jennings

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| **POST TITLE** | **GRADE** |
| Systems Development & Support Lead | H |

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| **NOTE TO APPLICANTS**  Whilst all points on the specification are important, those listed in the essential column are the key requirements. You should pay particular attention to those points and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview. |

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| **CRITERIA** | NECESSARY REQUIREMENTS | | **\* M.O.A.** |
|  | **Essential** | **Desirable** |  |
| **EXPERIENCE** | * Significant experience of managing teams or individuals supporting complex ICT systems and services. * Knowledge and experience of leading a team to develop and deliver modern business systems such as Agresso, Civica CRM, Civica Web-CMS, Casebook, Controcc, GIS, CapitaOne, Children’s Centre Manager and Early Help Manager * Experience of day-to-day management of a team to ensure reliable, robust delivery of a range of business-appropriate systems against a defined set of performance standards * Knowledge of and experience in current Windows Server operating system in a networked environment, including ability to troubleshoot problems * Knowledge and experience of anti-virus, anti-malware and personal firewall programs * Knowledge and experience of developing and applying business continuity and disaster recovery procedures. * Knowledge and experience of applying modern information governance processes into systems development and support | * At least two years’ experience of leading a systems support team in either a commercial or public sector environment. * Demonstrate practical experience of documenting and managing ICT software assets. | A, I, R |
| **SKILLS AND ABILITIES** | * Ability to solve problems creatively / innovatively * Ability to represent the Council at external meetings and seminars * Proven ability to consult and communicate clearly and effectively (orally and in writing) and develop positive working relationships internally and externally * Ability to understand complex technical issues and keep abreast of relevant regulations / legislation and their possible impact on business development and operational service delivery * Ability to assess emerging technologies and the opportunities that they present to enhance the business processes of the Council * Ability to implement, manage and support the introduction of new services and technologies. * Ability to give clear solutions to users who are not necessarily technically minded | * Ability to mentor and motivate members of staff | A, I, R |
| **EDUCATION/ QUALIFICATIONS/ KNOWLEDGE** | * Degree in ICT, Business, Information Management, or a related field; or the equivalent in education and work experience | * Relevant Microsoft Certification | A, I, C |
| **OTHER REQUIREMENTS** | * Flexible approach to work by responding to the needs of the services including, at times, requirements to work beyond normal working hours * Commitment to own continuous personal and professional development * Strong team player, committed to an ethos of continuous improvement * Customer focussed with a passion for excellence and continuous improvement. * Willingness to learn and develop skills. * A willingness to work outside normal hours as required. * An ability to train users where necessary. * Able to prioritise workloads effectively. | * Full driving licence * Evidence of own continuous personal and professional development | A, I |
| **COMMITMENT TO EQUAL OPPORTUNITIES** | * Commitment to equal opportunities and the ability to recognise the needs of different service users | * Evidence of having completed training in equality and diversity awareness | A, I |
| **COMMITMENT TO SERVICE DELIVERY/ CUSTOMER CARE** | * Commitment to provide a customer-focussed service | * Evidence of surpassing customer expectations or service targets / goals | A, I |

**METHOD OF ASSESSMENT: (\*M.O.A.)**

A = APPLICATION FORM C = CERTIFICATE E = EXERCISE I = INTERVIEW P = PRESENTATION T = TEST AC = ASSESSMENT CENTRE

R = REFERENCE