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## CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL JOB PROFILE

<b>DEPARTMENT: Corporate Resources</b>	<b>SERVICE GROUP: Information Technology Services</b>
<b>POST TITLE: ISP Service Operations</b>	<b>REPORTS TO: Service Operations (Specialism Manager)</b>
<b>GRADE: Band 6 – PO3 (Career grade)</b>	<b>SAP POSITION NUMBER :</b>

The following information is furnished to help Council staff and those people considering joining the City of Bradford Metropolitan District Council to understand and appreciate the general work content of their post and the role they are to play in the organisation. The duties and responsibilities highlighted in this Job Profile are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis.

As a candidate you will be expected to demonstrate your ability to meet the special knowledge, experience and qualifications required for the role by providing evidence in the application form for the purpose of shortlisting. Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column of this section.

The employee competencies are the minimum standard of behaviour expected by the Council of all its employees and the management competencies outlined are those relevant for a post operating at this level within our organisation.

Both sets of competencies will be used at interview stage and will not be used for short listing purposes.

<b>Key Purpose of Post:</b>
<p>Working in the Information Services - Service Operations team to deliver end user and infrastructure support that ensures that the department meets and exceeds agreed service levels to its customers.</p> <p>Develop innovative solutions to solve business problems and identify opportunities to drive efficiencies across the Council.</p> <p>Deliver excellent customer service.</p>
<b>Main Responsibilities of Post:</b>
<p>Where required by a line manager, implement, improve, maintain and support infrastructure and systems to meet and/or exceed agreed service levels.</p> <p>Where required by a line manager, deliver end user support to meet and/or exceed agreed service levels.</p>

Support the continuous development and enhancement of the service, and ensure that customer care and service excellence are established as core values.

Follow service management processes to ensure consistency and effectiveness of the service and contribute to continuous process improvement.

Use agreed IT service management tools to accurately capture data relating to ITIL processes. Ensure service related documentation is accurate and relevant.

Collaborate with colleagues to identify and investigate problems in systems and services throughout the organisation. Assist with the implementation of remedies and preventative measures.

Maintain an understanding of advances in the relevant technology environment and be able to deliver expert advice while looking at ways that new technology can be implemented to deliver service improvements.

Where required, supervise specialist external technical consultancy.

Develop and maintain collaborative working relationships with all colleagues and with end users. Provide specialist guidance and advice to less experienced colleagues to ensure best use is made of available assets, and to maintain or improve service delivery.

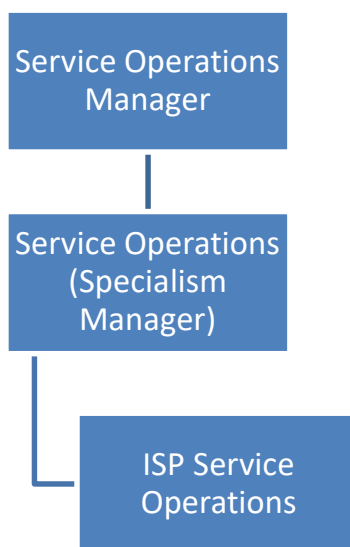
Manage the access to highly confidential, personal, financial, political and commercially sensitive information; to ensure compliance with appropriate legislation e.g. DPA, FOI, Child Protection Act, etc, the unauthorised disclosure of which would prejudice the interests of the Council.

Ensure compliance with appropriate policies, procedures and guidelines.

Responsible for assets, equipment and materials within the ICT service undertaking.

To carry out any other duties as required, which are reasonable in terms of the nature and level of the post.

Deputise for the Senior ISP or line manager as required.

**Structure:**

**Special Knowledge Requirement: Essential for shortlisting.**

**Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column**

	<b>Essential</b>
Specialisms associated with the role: <ul style="list-style-type: none"> <li>a. <i>Server, Storage and Email</i>                Server Technologies – physical and virtual (VMware and Microsoft Hyper-V)                Storage Technology – such as NetApp or N-Series used in a multi user environment                Large Multi-user email environment running Microsoft Exchange</li> <li>b. <i>3rd line &amp; Workspace</i>                Desktop technologies, laptops, Workstation and thin-client                Virtual Desktop environment within a Citrix XenApp                XenDesktop environment                Performance Monitoring technologies – such as EG Innovations</li> <li>c. <i>Security</i>                Network technologies – Cisco and Nexus                Telephony technologies – Mitel VOIP</li> <li>d. <i>2<sup>nd</sup> line &amp; Field</i>                Desktop technologies, laptops, Workstation and thin-client                Microsoft Operating systems Windows 7 and 10 including core components and applications. Corporate network Workspace support including peripheral knowledge.</li> <li>e. <i>Datacentre &amp; Midrange</i>                Datacentre monitoring and management                Bulk printing technologies and operation                pSeries and AIX technologies</li> </ul>	X
Apply in-depth knowledge of implementing appropriate technologies.	

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Apply In-depth knowledge of supporting appropriate technologies.	X
Knowledge of the ITIL framework and the ability to work within it.	X
Able to successfully deliver end user and IT infrastructure support.	
Able to use IT service management tools to accurately capture data relating to ITIL processes.	
Able to develop and maintain collaborative working relationships with all colleagues and end users.	
Able to collaborate with colleagues to identify and investigate problems in systems and services throughout the organisation, assisting in the implementation of remedies and preventative measures.	
Able to deliver excellent customer service.	X

**Relevant experience requirement: Essential for shortlisting**

Experience working in an ICT service operations environment AND a related BTEC National Level qualification or equivalent.

OR

Several years' experience of working in an ICT service operations environment using additional skills identified at Level 1 for the skill set(s) relating to the post.

**Relevant professional qualifications requirement: Essential for shortlisting**

N/A

**Core Employee competencies at manager level to be used at the interview stage.**

**Carries Out Performance Management** – covers the employees capacity to manage their workload and carry out a number of specific tasks accurately to a high standard.

**Communicates Effectively** - covers a range of spoken and written communication skills required as a regular feature of the job. It includes exchanging information/building relationships, giving advice and guidance, counselling, negotiating and persuading and handling private, confidential and sensitive information.

**Carries Out Effective Decision Making** - covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. It includes planning and organising, self effectiveness and any requirements to quality check work.

**Undertakes Structured Problem Solving Activity** - covers a range of analytical skills required for gathering, collating and analysing the facts needed to solve problems. It includes creative and critical thinking, developing practical solutions, applying problem solving strategies and managing interpersonal relationships.

**Operates with Dignity and Respect** - covers treating everyone with respect and dignity, maintains impartiality/fairness with all people, is aware of the barriers people face.

**Management Competencies: to be used at the interview stage.**

**Operates with Strategic Awareness** Our managers work with corporate priorities and policies in a joined up way with others, internally and externally. Works democratically, transparently and accountably.

**Practices Appropriate Leadership** Our managers motivate their staff to exceed expectations through raising their awareness of goals and moving them beyond self interest for the sake of the team or service. They consider serving the District in all that they do.

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<b>Delivering Successful Performance</b> Our managers monitor performance of services, teams & individuals against targets & celebrate great performance. They promote the District's vision & work to achieve Council's values & agreed outcomes.		
<b>Applying Project and Programme Management</b> Our manager's work to ensure that outcomes and objectives are achieved within desired timescales, make best use of resources and take a positive approach to contingency planning.		
<b>Developing High Performing People and Teams</b> Our managers coach individuals and teams to achieve their potential and take responsibility for continuous improvement. They champion the Council's values and goals.		
<b>Working Conditions:</b>		
Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions.		
<b>Special Conditions:</b>		
None		
<b>Compiled by:</b> Reformatted 2019	<b>Grade Assessment Date:</b>	<b>Post Grade:</b>
<b>Date:</b>		