**ICT Technical Services Manager**

**Job Description and Person Specification**

**Devon and Somerset Fire and Rescue Service**

# **Job description**

Job title: ICT Technical Services Manager

Grade: Grade 7

Department: DDaT

Reports to: ICT Technical Team Manager, DDaT

Line manager responsibilities: None

Updated: 18 October 2024

Job Evaluated: 6 November 2015

**Main purpose of job**

To take responsibility for the ongoing management of Technical Services within the ICT/DDaT service portfolio as a subject matter expert. This will include performance and budget reporting, budget and activity planning and creation and maintenance of associated support processes and procedures.

The post holder will also form part of the wider technical team providing support and maintenance to other ICT/DDaT services as required.

**Main Responsibilities and Duties:**

Service Management:

* To take responsibility, on behalf of the Service Delivery Manager, for the management of technical ICT Services. This will include planning, measuring and reporting on performance and implementing agreed improvements. To maintain a service risk register and formulate a continual service improvement plan (CSIP).
* To negotiate, with the appropriate service owner, Service Level Agreements for those services the post holder is responsible for managing.
* To take a continuous improvement approach to IT Service management.
* To maintain an effective Configuration Management Database, and related processes, to underpin all ICT Service Management activities in accordance with ITIL Best Practice.
* Produce documentation as required, including CSIP plans and the drafting and updating of Service policies and procedures.

Resource Management:

* To plan and agree resource requirements to ensure effective maintenance / support and improvement activities for the services the post holder is responsible for.
* To report individual service performance against an agreed base budget on a monthly basis. To actively manage the Service budgets and report deviations from base when identified.
* To liaise with 3rd party suppliers of ICT/DDaT services ensuring measurement and adherence to agreed service level agreements (SLA’s)

Technical Expertise:

* To maintain technical expertise enabling installation, maintenance, support, configuration and development of the ICT/DDaT Services deployed within DSFRS.
* To form part of a 2nd line team that is available during working hours as an escalation point for the Service Desk if required.
* To participate in one of the ICT/DDaT “Out of Hours” support schemes.

Working in partnership:

* To work with partner organisations at an operational level to identify and exploit opportunities for collaboration on Service Delivery.
* To work with partner organisations at an operational level to effectively deliver shared services (e.g. NFCSP)

Generic Duties:

* To act as a subject matter expert and mentor / coach across the ICT/DDaT Department, in order to propagate Best Practice in all areas of Service Delivery.
* To maintain security and confidentiality of information, whether computer based or otherwise in line with legislation, i.e. Data Protection Act and all related DSFRS procedures and policies.
* To attend local, regional and national meetings or events as appropriate / required.
* To participate in the Personnel Performance and Development (PPD) Review process to identify any personal training and development needs and attend training events as directed / required.
* To maintain professional knowledge by networking, attending training courses, benchmarking performance against other Fire Services, reviewing professional publications and maintaining CPD consistent with any professional requirements.
* To perform tasks in a safe manner in accordance with Health and Safety policies and procedures.
* To comply with all other Service policies and procedures,

**Core Values of the Service**

We are proud to help.

We are honest.

We are respectful.

We are working together.

Please follow this link to the Service Core Values [Behavioural Framework](http://www.dsfire.gov.uk/WorkingForUs/ACareerwithDSFRS/CoreValues.cfm?SiteCategoryId=13&T1ID=44&T2ID=372)

Signed acceptance of the core values of the Service and agreement that the job description is a fair and accurate statement of the requirements of the job: -  
  
Job holder: Date:

Job holder’s manager: Date:

Designated senior manager (if applicable) Date:

##### Person specification

Grade: 7

Job title: ICT Technical Service Manager

## **Key competencies**

Ability to influence others so that they are guided towards a planned direction by using appropriate multiple interpersonal styles to inspire and move others to achieving goals.

### **Essential and measured by application and interview.**

Displays original thinking and creativity; meets challenges with resourcefulness; generates suggestions for improvement; develops innovative approaches and ideas.

**Essential and measured by application, test, and interview.**

Excellent numerical and report writing skills

**Essential and measured by application test and interview.**

Ability to set and manage priorities judiciously; deliver expected outcomes and effectively overcome barrier to change.

**Essential and measured by application and interview.**

Ability to work with ambiguity with a wide range of stakeholders.

**Essential and measured by application test and interview.**

Excellent communication skills including the ability to present information clearly, concisely, and accurately to attract attention, influence and persuade others, at all levels internally and externally both verbally and in writing.

**Essential and measured by application, test, and interview.**

Strong negotiating skills

**Essential and measured by application and interview.**

Superior analytical, evaluative, and problem-solving abilities

**Essential and measured by application test and interview.**

Ability to work to and deliver to deadlines.

**Essential and measured by application and interview.**

To participate in one of the ICT “Out of Hours” support schemes if required.

**Essential and measured by application and interview.**

**Work Experience**

Demonstrable experience of working effectively within an ICT Service Delivery function. To effectively carry out the role this will be a minimum of 5 years.

**Essential and measured by application and interview.**

Significant experience of the full Service Management lifecycle of mission critical ICT Services utilising ITIL Best Practice.

**Essential and measured by application, test, and interview.**

Demonstrable experience in the design and development of ICT Services.

### **Essential and measured by application, test, and interview.**

Experience in managing budgets, both from a project and an operational perspective.

4

**Essential and measured by application, and interview.**

Substantial exposure to the design and ongoing delivery of both Data and Communications networks and associated devices.

**Essential and measured by application, test, and interview.**

Experience of implementing ICT security standards and Best Practice, both at an architectural and operational level.

### **Essential and measured by application and interview.**

Demonstrable understanding and application of project management practices and principles.

### **Essential and measured by application, and interview.**

## **Qualifications and knowledge**

Degree level or equivalent in a relevant discipline with relevant post qualification experience. To effectively carry out the role this is expected to be at least 3 years and more likely to be in the region of 5 years.

**Essential and measured by application and interview.**

Demonstrable knowledge of managing enterprise level services utilising ITIL Best Practice.

**Essential and measured by application, test and interview.**

Working knowledge of Agile based ICT Service Development methodologies.

**Essential and measured by application and interview.**

Demonstrable knowledge and experience of network architecture, both Data and Communications.

**Essential and measured by application, test, and interview.**

Demonstrable knowledge and experience of Microsoft 365 Administration, Azure AD/Enrea ID, Microsoft enterprise software, SCCM Delivery and Management – Windows 10/11, Exchange, Active Directory network administration (LAN, WAN, WLAN, VPN).

**Essential and measured by application, test and interview.**

Demonstrable knowledge of the Open Source (OS) software market and experience of using OS alternatives to proprietary products, e.g. Alfresco, PostGreSQL etc.

**Essential and measured by Application, and interview**

Demonstrable knowledge of Communications technologies, bother design and administration.

**Essential and measured by Application, and interview**

Demonstrable knowledge of IT physical architecture and design considerations.

**Essential and measured by Application, and interview.**

Demonstrable understanding of Cloud based services.

**Essential and measured by Application, and interview.**

Formal certification in ITIL

**Desirable and measured by application and interview.**

Recognised project management qualification e.g. Prince or APM.

**Desirable and measured by application, and interview.**

Formal certification in Microsoft Technologies

**Desirable and measured by application.**

Formal certification in RDBMS administration.

**Desirable and measured by application.**

Demonstrable knowledge of Enterprise Architecture methodologies.

**Desirable and measured by application, and interview.**

## **Personal qualities and attributes**

Willingness to undergo appropriate Vetting/Screening processes in line with Devon and Somerset Fire and Rescue Service’s requirements.

**Essential and measured by application and interview.**

High level of resilience and stamina/determination/ confidence

**Essential and measured by application, and interview.**

Collaborative approach; promotes the need for change and acts as a role model for change.

**Essential and measured by application test and interview.**

Positive, committed, adaptable, thorough and confident professional approach and conduct.

**Essential and measured by application and interview.**

Committed to equality and diversity in service delivery and employment.

**Essential and measured by application and interview.**

Innovative and creative approach to service improvement and value

**Essential and measured by application and interview.**

Customer (and Communities) focussed with exceptional service orientation.

**Essential and measured by application test and interview.**

Personal integrity and probity – balances sensitivity with objectivity

**Essential and measured by application and interview.**

Clarity of vision; keen attention to detail

**Essential and measured by application and interview.**

Exceptionally self-motivated - “can do” attitude; evidence of CPD.

**Essential and measured by application and interview.**

Sound analysis and decision making in dealing with complex service delivery and/or policy development matters.

**Essential and measured by application test and interview.**

Valid driving licence: ability and willingness to travel to sites within Devon and Somerset and also nationally

**Essential and measured by application and interview.**

**Factor guides.**

### **Supervision/management of people**

Level 1 Little or no supervisory responsibility other than assisting in work familiarisation of peers and new recruits.

### **Creativity and innovation**

Level 3 Creativity is a feature of the job but exercised within the general framework of recognised procedures.

### **Contacts and relationships**

Level 3 Issues generally not contentious, but where the outcome may not be straight-forward. Within the Service, the advice or guidance would relate to issues which are less well established. Alternatively outside contacts would involve identifying details of service needs, assessment and initiating action to provide assistance, offering straightforward advice or delivering more comprehensive support and/or care.

### **Decisions – discretion**

Level 3 Work is carried out within programmes and objectives where there is a wide range of choices and where advice is not normally available and/or decisions where policy, procedures and working standards provide only general guidelines.

### **Decisions – consequences**

Level 2 Decisions which have a material effect on the internal operations of the post’s own or other departments or on the individual or the provision of service to the public.

### **Resources**

Level 2 Responsible for the proper use and safekeeping of hand tools, small items of equipment and low cost materials or for the accurate handling and security of small sums of cash and cheques or financial resources.

### **Work environment – work demands.**

Level 3 Work subject to deadlines involving changing problems, circumstances or demand.

### **Work environment – physical demands.**

Level 1 Work requiring normal physical effort.

### **Work environment – working conditions.**

Level 1 Work normally performed in a heated, lit and ventilated indoor environment; may be exposed to occasional noise or outside conditions.

### **Work environment – work context.**

Level 1 Work involves minimal risk to personal safety of injury, illness or health problems arising from the environment or the public/clients.

### **Knowledge and skills**

Level 5 Ability to undertake work of a range of advanced activities: **EITHER** applying to more than one function which requires detailed knowledge and skills in a specialist discipline; **OR** applying to one function which requires detailed knowledge and skills in more than one specialist discipline.