**Job Description**

**IT Helpdesk Manager**

**Level: 12**

|  |  |
| --- | --- |
| **Responsible To:** | **Responsible For:** |
| Head of Digital Services | Infrastructure and Helpdesk Team |

**About the job:**

To manage and provide a responsive helpdesk, ensuring calls are managed through effective resource planning and analytics.

**Role:**

To lead on the technical support of the Councils IT infrastructure and network, ensuring that it is fit for purpose and can meet organisational and customer needs.

To manage the IT helpdesk, ensuring that IT support is available to end users and that queries are resolved at the first point of contact wherever possible.

To advise on and support the design, implementation and development of networks and servers.

To lead and coordinate the technical infrastructure team, building a strong and integrated function able to respond to the needs of both councils.

To lead the implementation of an effective cyber security function, supporting the identification of potential risks and issues and applying fixes to mitigate these.

To develop a coordinated response to security alerts and incident response, alongside planning for disaster recovery.

Monitor and manage KPIs and SLAs.

To lead on the implementation of new technology.

Maintain operation of system environments including the upgrade of platforms, OS and infrastructure.

To prioritise and manage the lifecycle of incidents and service requests.

Establish and maintain relationships with key stakeholders ensuring customer satisfaction.

Assist in building an IT Helpdesk Strategy and seek to continuously improve the service.

To manage and support IT projects. To ensure that full lifecycle training and support is available to all end users.

To lead on developing procedures, maintaining documentation and carrying out scheduled monitoring, maintenance and security tasks.

To be a part of the service’s management team, deputising for the Head of ICT where necessary.

**Responsibilities:**

**Team:**

* You will work with your colleagues to prioritise team objectives over individual objectives.
* You will support and respect your colleagues at all times**.**
* You will work together to share knowledge and experiences to improve your service.
* You will participate in development activities as required.

**Corporate:**

* You will carry out your duties and responsibilities in line with the Health & Safety Policy and associated legislation.
* You will actively engage with customer care, value for money and performance management.
* Your duties will be carried out in line with our equality scheme.
* You will be compliant at all times with GDPR and data protection legislation.
* You will constructively participate in communication and promotional activities.

**Organisational:**

* You will be prepared to take on responsibilities and projects that may be outside of your normal work area but are relevant to your role.
* You will support an inclusive culture which provides opportunities for everyone to participate and progress.
* You will support effective relationships across all Directorates, with stakeholders and external partners to ensure the Council’s priorities and objectives are met.
* You will positively promote and represent the Council at all times.

**What the successful candidate will have:**

**Qualifications**

* A relevant IT qualification.
* Evidence of continuous professional development

**Experience**

* Experience of maintaining IT infrastructure and desktop and server technologies.
* Experience of managing an IT helpdesk.
* Experience and knowledge of working to ITL principles.
* Experience of working in a similar role in a political environment of comparable scale and complexity.
* Experience of managing and delivering complex IT projects.
* Experience developing IT technical infrastructure.
* Experience of maintaining IT infrastructure and networks.

**Knowledge**

* Knowledge of cyber security and IT security management.
* Knowledge of Active Directory.
* Excellent knowledge of O365.
* General networking troubleshooting.
* Knowledge of Window Server
* Knowledge of VMWare
* Knowledge of Citrix
* Knowledge of ICT security management and effective Disaster Recovery procedures

**Skills & Abilities**

* Ability to communicate effectively and persuasively at all levels across the council and with outside organisations.
* Ability to lead, manage and coordinate across teams and service areas.
* Excellent IT skills.
* Ability to lead the team to meet SLAs and performance targets
* Ability to liaise with suppliers.