



LONDON BOROUGH OF MERTON

Corporate Services DEPARTMENT

JOB DESCRIPTION

POST TITLE: IT Operations Manager

Grade: MGA

DIVISION/SECTION: Infrastructure and Transactions Division / IT Service Delivery

Location: Merton Civic Centre or any other location as required

Responsible to: Head of IT Service Delivery

Responsible for: Up to 15 engineers and deputising for Head of IT Service Delivery up to 35.

Post number:

Date: September 2014

1. MAIN PURPOSE

Overall responsibility for the day to day management of the IT Service Delivery systems and that they are operating efficiently and effectively by ensuring they are maintained and upgraded in accordance with recognised industry good practice.

Active contribution to the strategic direction of the IT Service Delivery function and continually look to transform and improve the service provision where possible.

To work in a position of constant change and to manage conflicting priorities and changing deadlines.

To undertake work at a high level across a wide range of IT specialist disciplines, Networking, telecommunications, Windows and Unix Servers and Desktop devices.

Manages a budget of support and maintenance contracts, value of the budget up to £1,000,000

2. MAIN DUTIES AND RESPONSIBILITIES

Team Management

Plans, co-ordinates and manages resources across a number of different activities in order to deliver a cost effective, efficient and customer focussed service.

Provides effective leadership and direction to the team providing strategic vision and direction.

Monitors performance and takes appropriate action where an individual's performance deviates significantly from the agreed standard.

Prioritises, allocates and monitors workload amongst team members, responding quickly to operational requirements and re-prioritising works where necessary.

Undertakes appraisals, regular one-to-one's and team meetings in order to ensure effective communication of policies, strategies and performance related issues.

Identify personal development needs and provide coaching to enhance the skill sets and knowledge of individual team members.

Identifies and manages resources needed for the planning, development and delivery of specified information and communications systems services. Identifies the need for additional resources where required.

Carries out day-to-day management of the IT Service Delivery operations function.

Defines service levels for client services staff and monitors performance. Takes responsibility for specification, agreement and application of client services standards and for the resolution of clients' service problems.

Financial and Performance Management

Responsible for budgeting, estimating, planning and objective setting for contracts up to £100,000.

Plans and manages implementation of processes and procedures, tools and techniques for monitoring and managing the performance of automated systems and services. Monitors performance and takes corrective action where necessary.

Responsible for monitoring and managing IT expenditure, ensuring that all IT financial targets are met, and examining any areas where budgets and expenditure exceed corporate objectives and agreed tolerances.

Monitors performance and takes appropriate corrective action where necessary.

Provides reports and proposals for improvement to specialists, users and managers.

Ensures quality reviews are undertaken in accordance with specified/ agreed timescales.

Strategic and Policy Management

Develops strategies to ensure all the performance measures of IT Service Delivery meets the needs of the business and any service requirements or service level agreements which may be in place.

Ensures that the policy and standards for capacity management are fit for purpose, current and are correctly implemented.

Reviews new business proposals and provides specialist advice on capacity and demand issues, in relation to the Technical Design Authority.

Provides advice, assistance and leadership associated with the planning, design and improvement of service and component availability, including the investigation of all breaches of availability targets and service non-availability, with the instigation of remedial activities.

Actively engages with technical design and project managers to promote awareness of the IT strategy and compliance with the IT Service Delivery service plans.

Drafts and maintains the policy, standards, procedures and documentation for security. Monitors the application and compliance of security operations procedures and reviews information systems for actual or potential breaches in security

Disaster and Business Continuity Management

Responsible for the planning and maintaining the Authority's IT Disaster Recovery arrangements, including future upgrading and replacement.

Regular run operational tests on systems and processes.

Responsible for the management of the Council's corporate storage and backup systems to provide agreed service levels. Responsible for

creating, improving, and supporting quality IT services with optimal utilisation of storage resources, ensuring data security, availability and integrity of business data at all times.

Drafts standards, procedures & guidelines for implementing data protection and disaster recovery functionality for all business applications and business data using different online and offline storage devices.

This post forms part of the out of hours / standby arrangements for the division and therefore may be subject to a requirement to work on a standby rota should the need arise in the future.

Creativity and Innovation

Undertakes work which requires creativity and innovative input in a number of activities and a range of expertise.

Relationship Management

Takes responsibility for specification, agreement and application of client services standards and for the resolution of clients' service problems.

Develops and maintains one or more defined communication channels and/or stakeholder groups, acting as a single point of contact.

Gathers information from the customer to understand their needs (demand management) and detailed requirements.

Facilitates open communication and discussion between stakeholders, using feedback to assess and promote understanding of need for future changes in services, products and systems.

Maintains contact with the customer and stakeholders throughout to ensure satisfaction. Captures and disseminates technical and business information.

Service Continuity and SLA Management

Ensures that service delivery meets agreed service levels. Diagnoses service delivery problems and initiates actions to maintain or improve levels of service.

Ensures that appropriate action is taken to anticipate, investigate and resolve problems with systems and services. Ensures that such problems are fully documented within the relevant reporting system(s). Coordinates the implementation of agreed remedies and preventative measures.

Analyses patterns and trends to help resolve ongoing issues.

Investigates and coordinates the resolution of potential and actual service problems. Ensures that operational documentation for system software is fit for purpose and current. Advises on the correct and effective use of system software.

Provides technical expertise to enable the correct application of operational procedures. Uses network management tools to determine network load and performance statistics. Contributes to the planning and implementation of maintenance and installation work.

Drafts and maintains procedures and documentation for network support. Makes a significant contribution to the investigation, diagnosis and resolution of network problems. Ensures that all requests for support are dealt with according to set standards and procedures.

Ensures that incidents and requests are handled according to agreed procedures. Ensures that documentation of the supported components is available and in an appropriate form for those providing support. Creates and maintains support documentation.

Change Management

Assesses, analyses, develops, documents and implements changes based on requests for change.

Develops and implements change management protocols.

Implements agreed network changes and maintenance routines. Identifies operational problems and contributes to their resolution, checking that they are managed in accordance with agreed standards and procedures. Provides reports and proposals for improvement to specialists, users and managers.

Identifies where changes are required, evaluates the impact, and advises stakeholders about the implications and consequences for the business and/or the procurement element of programmes/projects.

Release Management

Assesses and analyses release components. Provides input to scheduling. Carries out the builds and tests in coordination with testers and component specialists, maintaining and administering the tools and methods – manual or automatic - and ensuring, where possible, information exchange with configuration management. Ensures release processes and procedures are maintained.

Evaluates new system software, reviews system software updates and identifies those that merit action. Ensures that system software is tailored to facilitate the achievement of service objectives. Plans the installation and testing of new versions of system software.

Supplier Management

Develops and manages contracts with suppliers to meet key performance indicators and agreed targets, taking account of information security of third parties. Is responsible for the liaison between the organisation and designated supplier(s).

Continuous Improvement

Maintains a broad understanding of the commercial IT environment, how the organisation sources, deploys and manages external partners and when it is appropriate to use in-house resources.

Carries out benchmarking and makes use of supplier performance data to ensure that supplier performance is properly monitored and regularly reviewed.

Is responsible for the management and implementation of supplier service improvement actions and programmes. May be responsible for managing a discrete IT function or service in a multi-supplier environment.

Oversees and measures the fulfilment of contractual obligations. Uses key performance indicators (KPIs) to monitor and challenge supplier performance and identify opportunities for continuous improvement.

Develops strategies to address under-performance and compliance failures, including application of contract terms.

Responsible for the contract management of suppliers and external service providers, including engaging with internal stakeholders to ensure that continuous improvements are identified through and benchmarking services and processes.

Control IT assets in one or more significant areas, ensuring that administration of the acquisition, storage, distribution, movement and disposal of assets is carried out. Ensures that there are no unauthorised assets, such as unlicensed copies of software.

Data Quality

Champion data quality in the team, proactively appraising data produced by the team members for robustness, ensuring that data quality issues are addressed, and corporate reporting requirements are met, as set out in the council's Data Quality Strategy

General

Works in accordance with Merton's Equal Opportunities, Health & Safety, Data Protection and other relevant policies and legislation.

Acts as a role model for the fair and respectful treatment of others, actively challenging discrimination and disrespect where necessary.

Deputise for the Head of IT Service Delivery as necessary

Any other duties commensurate with the grade of the post, as may be required from time to time.

September 2014



LONDON BOROUGH OF MERTON

Corporate Services DEPARTMENT

PERSON SPECIFICATION

POST TITLE: IT Operations Manager

Grade: MGA

Knowledge Experience and Skills

- Has proven knowledge of all aspects of the IT Services environment and related activities.
- Can demonstrate meeting targets and a high level of customer satisfaction.
- Has practical knowledge of configuration management of systems, including the monitoring of strengths and weaknesses.
- Provides training, advice and guidance to less experienced staff.
- Ability to deputise for the Head of IT Service Delivery as required.
- Is able to obtain information from business people in face to face situations, and to analyse information on users' occupational tasks obtained by a variety of formal and informal means.
- Is effective and persuasive in both written and verbal communication at all levels and is able to ensure that advice regarding the technical specialism is acted upon.
- Excellent organiser of time and tasks.
- Has very good communication and negotiation skills and can deal effectively with customers, recruitment and contract agencies, and other suppliers and with legal, technical and other specialists.
- Has contributed to the development of a strategy in own area of specialism.
- Can demonstrate experience and knowledge of methods and techniques for assessing and managing risk, and implementing contingency arrangements to counter serious disruption of services.

- Has a good understanding of financial management, especially in a project and contract environment. Has managed budgets up to £1,000,000
- Has played a key role in maintaining business continuity and disaster recovery arrangements and can demonstrate the principles around which these are designed.
- Demonstrates the skills needed to handle innovation and change resulting from the implementation of new IT systems and services.
- Has negotiated, individually or as part of a team, with suppliers on contractual matters affecting the original contract or the SLA.
- Has previously managed large data and voice networks and gained a high level of proficiency and knowledge of IT Service Delivery (voice, data, and converged systems, desktops, servers) and security techniques.
- Has good understanding of how email systems work (especially Exchange), and their convergence with unified communications technology.
- Has managed a team engaged in operational IT support.
- Has proven project and people management skills with knowledge of own organisation's policy framework and management structures.
- Demonstrates the special leadership skills needed to handle innovation and change resulting from the implementation of new information and communications technology solutions.
- Is expert in the methods and techniques for eliciting the context of use, user needs, analysing context of use and generating user requirements.
- Has gained experience of achieving results through effective team leadership and through the planning, control and formal review of IT projects.
- Has the personal presence and track record to communicate effectively and maintain respect from staff at all levels.

Understanding and Aptitude

- Ability to switch quickly between different levels of thinking to see bigger picture.
- Can evaluate new ideas and opportunities objectively.
- Has broad practical understanding of the activities of the employer or client and appreciates the importance of the client service task within the business.
- Knows own organisation's policy framework, management structures and reporting procedures.
- Is able to recognise potential assignments outside own areas of specialisation and bring to bear appropriate expertise as necessary.
- Has a systematic, disciplined analytical and creative approach to problem solving.
- Has an extensive understanding of relevant financial principles and procedures including cross charging, both internal and external, to the organisation.

- Has sound commercial, organisational, time management, negotiation and staff management skills.
- Pays attention to detail and has good interpersonal skills.
- Has substantial experience of dealing with users, specialists and service providers.
- Familiar with employer's customer facing organisation and understands the products and services offered.
- Demonstrates good working knowledge of own organisation's policy framework, management structures and reporting procedures for the configuration management environment and evidence of practical involvement in all stages of the information systems life cycle, from feasibility through to support.
- Has in-depth commercial and technical expertise, often in a variety of environments.
- Proficient in methods and techniques for negotiating and managing contracts for the supply of IT products and services.
- Understand standard contracting procedures within own organisation.

Training and Qualifications

- Degree or equivalent in IT
- ITIL Practitioner or Service Manager
- Has attained CCNA and/or MSCA equivalent qualification