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| <b>Department:</b>                          | <b>Corporate Resources</b>                                      |
| <b>Job Title:</b>                           | Team Leader (Infrastructure)                                    |
| <b>Grade:</b>                               | 13  |
| <b>Service/Section:</b>                     | IT Operations   |
| <b>Base/Location:</b>                       | County Hall, Glenfield  |
| <b>Responsible To:</b>                      | Technology Delivery & Support Manager                           |
| <b>Responsible For:</b>                     | <i>Senior Technical Specialists,<br/>Technical Specialists,</i> |
| <b>Key Relationships/<br/>Liaison with:</b> | Service colleagues, customers, suppliers and partners.          |

### Job Purpose

- Within a budgetary framework and with full accountability, takes management responsibility for a range of IT services where the measure of success depends on achieving business goals, performance targets and agreed service levels as well as on the successful technical implementation or use of information systems.
- Manage a team of IT technical and professional staff to deliver high quality operational services across the organisation.
- Provide the day to day operational management of IT infrastructure services within designated support teams that deliver IT infrastructure to the Authority.
- Provide direction and guidance on all technical aspects of IT infrastructure and to take account of relevant architectures, strategies, policies, standards and practices.
- Ensure the IT infrastructure is fit for purpose, value for money and meets agreed SLAs.
- Ensure that IT infrastructure meets agreed disaster recovery and business continuity requirements.

### Main Duties and Responsibilities

1. Demonstrate behaviour as defined in the corporate management competency framework ([Management Competency Framework](#)) across all 5 themes at level 2 (*Team Management – managing an supporting your teams*):  
This can be summarised as:
  - **Drive** – Proactively managing the service
  - **Think** – Taking the time to reflect and analyse
  - **Feel** – Using emotional intelligence
  - **Connect** – Building impactful relationships
  - **Inspire** – Igniting creativity, supporting innovation and role modelling

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| 2.  | <ul style="list-style-type: none"> <li>• Manage a team of IT technicians delivering the following infrastructure services:<br/> Network Services; or<br/> Desktop Services; or<br/> Database &amp; Storage Services</li> <li>• Take responsibility for the definition, documentation and successful completion of complex technical projects. Direct project team members and advice clients/customers at all stages. Ensure correct project documentation is created and updated throughout.</li> <li>• Manage the whole lifecycle of the supported service. Carry out full impact analysis of new software releases and recommends upgrade liaising with the Change Manager. Assess hardware performance and make recommendation to ensure service continues to meet SLA targets.</li> <li>• Manage resources to meet agreed support SLA and project milestones</li> <li>• Take responsibility for the documentation and successful completion of detailed build/test plans and unit, system and disaster recovery testing.</li> <li>• Agree detailed implementation and transition plans with Project Managers.</li> <li>• Monitor and control team performance against plans.</li> <li>• Lead, mentor and support agile incubation and dedicated technical taskforce teams deliver their set objectives.</li> </ul> |
| 3.  | Assist with the recruitment and selection of technical staff.   |
| 4.  | Monitor and maintain the effectiveness of service delivery. Ensure that a range of KPIs are monitored and used effectively.   |
| 5.  | Establish an agreed programme of work for your team in conjunction with other relevant team/project/service managers. Ensure that project and resource plans within the team are always up to date and accurate.  |
| 6.  | Ensure incidents and problems are owned, identified, and resolved to meet agreed SLAs, liaise with management as required, and escalate to Senior Management as necessary. Support the Problem Management process by leading investigations to identify root cause of Problems and recommending solutions.  |
| 7.  | Ensure that all services have adequate staff cover during to meet agreed SLAs.  |
| 8.  | Encourage and ensure that IT Service Management policies and procedures are understood and actively used within the team for example: Incident, Major Incident, Problem, Change and Release Management. Suggest improvements and changes where necessary.   |
| 9.  | Manage the complete service lifecycle. Create and regularly review product roadmaps for all major services to include: A 5-year plan (Upgrades, new functionality, and hardware/software replacements), 5 year cost model (Capital and Revenue).  |
| 10. | Maintain a good level of understanding of the technical services within your team in order to provide management advice and give strategic direction for the services.  |
| 11. | Monitor and make recommendations on the IT technology stack managed by your team regarding performance and availability. Ensure all services are monitored to the correct level depending on the criticality of the service. Carry out capacity management activities as required.  |
| 12. | Assist with the specification, selection, purchase, configuration, testing and commissioning of IT equipment and services including 3 <sup>rd</sup> party contracts.  |

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|     | Ensure that all contract management and supplier management duties are carried out.  |
| 13. | Ensure operational, testing and service documentation (Including disaster recovery failover) is fit for purpose and kept up to date.   |
| 14. | Take ownership of issues across IT to ensure they are resolved for example: <ul style="list-style-type: none"> <li>• Problem Management</li> <li>• Process and procedures improvements</li> <li>• Cross team issues</li> <li>• Work package and resource management</li> </ul>       |
| 15. | Provide direction and guidance on all technical aspects of the development and integration of information systems. Ensure that they take account of relevant architectures, strategies, business continuity, policies, standards and practices and that these are applied correctly. |
| 16. | Work closely with suppliers, external contractors and other partners in a professional manner to ensure that business goals, project milestones and work packages are delivered as agreed.   |
| 17. | Deputise for line manager when required.   |
| 18. | Any other duties commensurate with the grading of the post.  |
| 19. | Promote a focus on equality and diversity in line with the Council's Equality Standard.  |

### Special Factors

- The nature of the work will involve the post holder working on major incidents, changes and pre-planned activities outside of normal working hours. There is currently an IT essential maintenance window for 12 pre-planned weekends a year. This schedule is published well in advance and staff may need to be available for some or all of these depending on the work being planned. The majority of the time two weeks' notice will be given to staff who are required to work, although the aim is to give as much notice as possible.
- The post holder should make themselves available for all IT change windows except by prior agreement with their line manager.
- Other urgent/emergency changes can also occur throughout the year where evening or weekend work may be required.
- The post holder will be required to participate in an out of hours emergency support rota (This rota is yet to be defined).
- Subject to review, the post will attract a casual user car allowance.
- As this job is grade 13 or above, it is responsible for all elements of risk management within its area of control.
- The post-holder may be required to attend training courses, conferences, seminars or other meetings as required by his/her training needs and the needs of the service.
- Expenses, overtime and standby will be paid in accordance with the Local Conditions of Service prevailing at the time.

**This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a**

**common occurrence and cannot in themselves justify a reconsideration of the grading of the job.**

**Leicestershire County Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.**

**Date Prepared/Revised: 1<sup>st</sup> December 2020**

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| <b>Job Title:</b>       | <b>Team Leader (Infrastructure)</b> |
| <b>Grade:</b>           | <b>13</b>                           |
| <b>Service/Section:</b> | <b>IT Operations</b>                |

|   | <b>Essential</b>                | <b>Desirable</b> | <b>How assessed</b>  |
|---|---------------------------------|------------------|--|
| <p><b><u>Qualifications</u></b></p> <ul style="list-style-type: none"> <li>NVQ level 4 (or equivalent) or achieved proficiency in SFIA skills at level 4</li> <li>Basic Management training (MFP, ILM level 3 or equivalent)</li> <li>Professional qualification (e.g. Membership of BCS, PRINCE2, or ITIL)</li> </ul>  | ✓                               | ✓<br>✓           | App/Int/<br>Test/Pre/<br>Dc<br>App/Dc<br>App/Dc  |
| <p><b><u>Experience</u></b></p> <ul style="list-style-type: none"> <li>Proven substantial IT experience with evidence of operating at a senior practitioner level (SFIA level 4) in a large IT environment</li> <li>Of leading technical and professional staff</li> <li>Of formal IT service management techniques and budgetary control.</li> <li>Of supporting major/business critical IT systems, including management of incidents and change</li> <li>Leading on complex technical projects and hardware/software implementations.</li> <li>Manage a team of IT technicians delivering a range of IT services.</li> <li>Broad understanding in one or more of the following infrastructure areas:<br/>Network Services<br/>Client and Desktop Services<br/>Database &amp; Storage Services</li> </ul> | ✓<br>✓<br>✓<br>✓<br>✓<br>✓<br>✓ | ✓                | App/Int/<br>Test/Pre<br>App/Int/<br>Test/Pre<br>App/Int/<br>Test/Pre<br>App/Int/<br>Test/Pre<br>App/Int/<br>Test/Pre |

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| <p><b><u>Knowledge</u></b></p> <ul style="list-style-type: none"> <li>• Good analytical/problem solving skills; numerate</li> <li>• Strong technical flair</li> <li>• Ability to communicate complex issues both verbally and in written format in a concise and easy to understand manner</li> <li>• A sound understanding of the capabilities of IT to meet business requirements</li> <li>• Methods and techniques for preparing and presenting business cases; invitations to tender; and statements of requirements</li> <li>• The identification, assessment and management of risks</li> <li>• Extensive understanding and experience of the application of customer service philosophy</li> </ul>   | <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>                   | <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>                   | <p>App/Int/<br/>Test/Pre</p> <p>App/Int/<br/>Test/Pre</p> <p>App/Int/<br/>Test/Pre</p> <p>App/Int/<br/>Test/Pre</p> <p>App/Int/<br/>Test/Pre</p> <p>App/Int/<br/>Test/Pre</p> <p>App/Int/<br/>Test/Pre</p> <p>App/Int/<br/>Test/Pre</p>   |
| <p><b><u>Skills and Competencies</u></b></p> <ul style="list-style-type: none"> <li>• Able to demonstrate a flexible, innovative and positive approach</li> <li>• Can communicate effectively at all levels</li> <li>• Strong interpersonal skills to lead, motivate and guide team members to achieve agreed objectives.</li> <li>• Ability and initiative to influence and challenge others and to challenge 'custom and practice'</li> <li>• Ability to approach change positively and to secure commitment and acceptance from multiple stakeholders</li> <li>• Ability to form and maintain constructive working relationships across the team, unit and organisational boundaries at all levels</li> <li>• Ability to understand a problem or situation by breaking it down systematically into its component parts and identifying the relationships between these parts</li> <li>• Ability to make decisions at the appropriate time, taking into account the needs of the situation, priorities, constraints and the availability of necessary information</li> <li>• Ability to manage and utilise resources (finance, information, facilities, IT) to maximum effect.</li> </ul> | <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> | <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> | <p>App/Int/<br/>Test/Pre</p> <p>App/Int/<br/>Test/Pre</p> <p>App/Int/<br/>Test/Pre</p> <p>App/Int/<br/>Test/Pre</p> <p>App/Int/<br/>Test/Pre</p> <p>App/Int/<br/>Test/Pre</p> <p>App/Int/<br/>Test/Pre</p> <p>App/Int/<br/>Test/Pre</p> <p>App/Int/<br/>Test/Pre</p> <p>App/Int/<br/>Test/Pre</p> |

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| <ul style="list-style-type: none"> <li>• Commitment to deliver quality IT services that meet customer requirements</li> <li>• Commitment to continuous professional development</li> <li>• Ability to work successfully and remain calm under pressure</li> <li>• Excellent organisational skills with the ability to manage priorities and work to deadlines</li> <li>• Ability to work well under pressure</li> </ul> | ✓ |   | Test/Pre<br>App/Int/<br>Test/Pre<br>App/Int/<br>Test/Pre<br>App/Int/<br>Test/Pre             |
| <ul style="list-style-type: none"> <li>• Have a 'can do' attitude with a strong customer focus</li> <li>• Desire to evolve and improve the service they provide</li> <li>• Enthusiasm and the ability to learn new skills</li> <li>• Demonstrate management competencies as defined in <a href="#">Management Competency Framework</a> to level 2.</li> </ul>   | ✓ |   | App/Int/<br>Test/Pre<br>App/Int/<br>Test/Pre<br>App/Int/<br>Test/Pre<br>App/Int/<br>Test/Pre |
| <ul style="list-style-type: none"> <li>• Demonstrate the ability to develop and work to OLAs and SLAs in a complex environment</li> <li>• Demonstrate performance and KPI statistics and be able to demonstrate real improvements</li> </ul>  |   | ✓ | App/Int/<br>Test/Pre<br>App/Int/<br>Test/Pre   |
| <ul style="list-style-type: none"> <li>• Ability to provide concise documentation</li> </ul>  | ✓ |   | App/Int/<br>Test/Pre<br>App/Int/<br>Test/Pre   |
| <ul style="list-style-type: none"> <li>• A good understanding of IT trends and capabilities in a wide range of areas</li> <li>• Demonstrable strong customer focus.</li> <li>• Sustainable and realistic travel plan between residence and workplace</li> </ul>   | ✓ | ✓ | App/Int/<br>Test/Pre<br>App/Int/<br>Test/Pre   |
| <p><b><u>Other Requirements</u></b></p> <p>An understanding of, and commitment to Equal Opportunities, and the ability to apply this to all situations.</p> <p>Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the provisions of the Equality Act 2010</p> <p>Possess a valid driving licence.</p>   | ✓ |   | App/Int  |
|   | ✓ |   | Med  |
|   |   | ✓ | Doc  |

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| <p><b>Key:</b><br/> <b>App = Application Form</b><br/> <b>Test = Test</b><br/> <b>Int = Interview</b></p> | <p><b>Pre = Presentation</b><br/> <b>Med = Medical Questionnaire</b><br/> <b>Doc = Documentary Evidence (E.g., Certificates)</b></p> |
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**Date Prepared/Revised: 1<sup>st</sup> December 2020**