


Hanover (Scotland) Housing Association Ltd

JOB DESCRIPTION		
Position:	ICT Operations Supervisor	
Department	Customer Services	
Reports to	ICT Manager	
Date:	May 2016	

Purpose of Job

The Information & Communications Technology (ICT) Operations Supervisor is responsible to the ICT Manager for running the ICT Operations team. This team ensures that: the day to day ICT operations run smoothly and effectively; that ICT facilities are well maintained and reliable; that a speedy resolution to ICT faults for all service users is achieved, and that ICT training is delivered to all staff requiring it.

Main Duties

1. To be responsible for the management of the ICT Operations team comprising ICT Service Desk Analyst, ICT Hardware & Networking Analyst, ICT Software and Reporting Analyst (Operations) and ICT Trainer.
2. To ensure that day to day ICT operations run smoothly and effectively and an excellent and responsive service is provided to all customers
3. To be responsible for maintaining the core ICT infrastructure and its availability. Some of Hanover's operations are 24 hours and this needs to be factored in, ensuring that systems are well maintained and should they have to be taken off line that this is undertaken in coordination with the managers of those services which will be affected. The post-holder will escalate any serious issues to the ICT Manager.
4. To plan an effective programme of software upgrades and hardware replacement cycles, keeping any disruptions to the operations of the service to a minimum. To ensure managers and staff are notified of upgrades/replacements well in advance, are fully consulted, that managers undertake training needs analyses and that any new systems are satisfactorily tested per approved test frameworks before going live
5. To be responsible for managing the ICT Service desk, ensuring its availability and that the service desk staff are communicating promptly and effectively to all faults and service requests
6. To ensure that the ICT Service Desk software is maintained with accurate information and that the agreed helpdesk response times are met.
7. Analyse data from the helpdesk to identify trends, improve systems and identify training requirements

8. To work with HR and the ICT Trainer to develop an effective means of assessing the ICT training needs of staff (and new recruits). To develop and an effective ICT Training plan using blended learning for meeting the ICT Training needs of service customers. To ensure that ICT service users receive effective training in ICT through the ICT Trainer and/or from external training providers (in liaison with Learning and Development).
9. To ensure that any third party contractors used by the ICT Operations service are managed effectively
10. To assist the ICT Manager in setting the ICT budget for items of expenditure within the ICT Operations Team.
11. To manage the day to day operation of Hanover's communications systems, which include internet, intranet, email, telephone and SMS services.
12. To provide effective communication with ICT service customers and to ensure that there is a coordinated approach to service delivery meeting their needs..
13. To assist the ICT Manager with the development and maintenance of ICT Business Continuity plans
14. To develop in coordination with managers, the ICT Manager and ICT Software and Reporting Analyst a robust suite of ICT operational management reports which provides the Board, Directors and Managers the performance of ICT operations
15. To be responsible for all line management activities relating to the ICT Operations team including recruitment, induction, training, appraisal and development.
16. To ensure compliance with legislation (particularly in relation to ICT Security and data protection) and to meet any applicable performance audit and service delivery targets.
17. To ensure that the ICT Operations Team operates according to the ICT Section Key Performance Indicators (KPIs)
18. To work with the ICT Manager assisting monitoring and reporting on the performance of the ICT Operations service including identifying key issues and taking effective action in delivery of the service.
19. To work with the ICT Manager in undertaking ICT user satisfaction surveys and to ensure ICT Service customers retain confidence in the service provided.
20. To work with the ICT Manager to develop, implement and regularly review a quality system for the ICT Operations service.
21. To maintain an asset register of all ICT equipment and to audit and maintain this register to ensure its accuracy.
22. To manage and participate in the 24-hour ICT operational on-call support rota.
23. To undertake any other duty that may be reasonably be required.

24. Performance Management

- 24.1. Work within a performance culture, which is underpinned by a strong, personal performance motive and belief in continuous improvement.
- 24.2. Operate within a Strategic Business Unit (SBU).
- 24.3. Deliver key business objectives and meet Key Performance Indicators(KPIs) through a personal performance plan.
- 24.4. Analyze work and produce action plans where performance improvement is required.”

25. Working Relationships

Internal

Senior Managers

* Other Staff

Residents

External

**Suppliers

* Other business / professional contacts as appropriate for service development and continued personal and professional development

** Operational Suppliers

Job context and other relevant information. The post holder:

* must discharge their relevant duties and responsibilities under the Health & Safety Work etc. Act 1974, the Management of Health and Safety at Work Regulations 1999 (as amended) and all relevant Codes of Safe Working Practice and policies. The Health and Safety at Work Act stipulates that it is the responsibility of every employee to observe all rules governing health and safety and such safety equipment as provided must be used.

* must have due regard to the Association’s current management arrangements for Data Quality. All employees have a responsibility to ensure that the data they collect, manage and report, including data from third parties is accurate, valid, reliable, relevant, complete and produced in a timely fashion to aid sound decision

making and that appropriate procedures, systems and processes are in place to provide quality data.

* must work in accordance with the Association’s policies, procedures, information, instructions, and/ or training received.

This profile is indicative of the nature and level of responsibility associated with the post. It is not exhaustive and the post holder may be required to undertake such other duties as may be required to meet the needs and responsibility of the Service and the Association.

Signed Line Manager (if applicable)

SignedPost Holder

Person Specification

Job Title: ICT Operations Supervisor
Date: April 2016

Criteria	Essential/ Desirable
1. Skills/Abilities/Knowledge <i>This section specifies the skills, abilities and knowledge the postholder must have to perform satisfactorily.</i>	
• A high degree of operational ICT skills	Essential
• Evidence of the successful management of ICT teams and ICT customer service delivery.	Essential
• Influencing, negotiating and motivational skills.	Essential
• Sound spoken and written communication skills, particularly with Team and customers	Essential
• Customer service management skills.	Essential
• ICT technical skills, including experience using a wide range of Microsoft software: <ul style="list-style-type: none"> ○ Windows Networking ○ Windows operating Systems up to and including version 10 ○ Windows AD and Group Policy ○ Microsoft Office up to and including version 2013 ○ Windows roaming profiles 	Essential

2. Experience <i>This section specifies the level and quality of experience required.</i>	
• Evidence of effective experience at senior professional level with at least 2years' experience of managing proactive ICT Service team within a large, complex ICT environment.	Essential
• Proven experience of being able to deliver Service objectives.	Essential
• Staff management experience.	Essential
• Effective management/ operational team member at senior level.	Essential
• Demonstrate knowledge and skills related to Information & Communications Technology development	Essential
• Knowledge and business use of Microsoft software systems (i.e. SharePoint 2013, SQL Server, Windows Server Operating systems, Remote Desktop Server & Hyper-V)	Essential
• Knowledge and business use of Housing Management software Systems	Desirable

3. Education/Qualifications <i>Degrees or diplomas obtained abroad are acceptable if they are of</i>	
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<i>equivalent standard to UK qualifications.</i>	
<ul style="list-style-type: none"> Degree in an ICT subject area such as computing; Qualification that shows the successful candidate knows and understands the server network infrastructure along with the supporting software stack. 	Essential
<ul style="list-style-type: none"> Possession of a current, full, preferably clean driving license. 	Essential

4. Other <i>This section specifies other factors which may be necessary.</i>	
<ul style="list-style-type: none"> A commitment to high quality service delivery. 	Essential
<ul style="list-style-type: none"> An understanding of the needs to work with integrity and confidentiality. 	Essential

5. Equal Opportunities This Association is working actively to promote equality of opportunity both in its employment practices and in the delivery of its services. It is essential that the postholder is willing to work in accordance with existing policies and codes of practice	Essential
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