

JOB DESCRIPTION

Post:	ICT Services Manager
Directorate:	Performance
Department:	Finance, ICT & Procurement
Location:	Allocated to Offices in Armagh, Banbridge or Craigavon as required.
Reports to:	Head of Finance, ICT & Procurement
Salary:	PO8 SCP 46 - 48 £48,529 - £50,767 per annum (subject to review)
Hours:	37 hours per week, the post holder may be required to attend Council meetings outside of normal working hours.

All employees are expected to model the Customer Care behaviours of “Serve Passionately, Engage Positively and Deliver Consistently.”

JOB PURPOSE:

To oversee and effectively manage the services within the ICT department of the Council. The post holder will lead a team in the provision of a modern professional, customer-focused and responsive ICT service to support the Council in delivering its strategic objectives. The post holder will report on ICT issues at Council and Committee meetings as required and will have an influencing roll in other functional areas.

MAIN DUTIES AND RESPONSIBILITIES:

1. Develop and manage a professional and comprehensive range of ICT services suited to the needs of the Council in pursuit of value for money and best value within Council policies and guidelines.
2. Develop and implement an ICT Strategy that supports the delivery of the Council’s Corporate Strategy.

3. Develop, monitor and review an Annual Business Plan and Risk Register for the ICT department, and manage the ICT budget.
4. Manage and develop staff to ensure that they and any employees for which they are responsible:
 - Promote a “One Council” approach;
 - Operate within Council policies;
 - Effectively manage their teams, positively contributing to wellbeing and high levels of employee engagement;
 - Implement and review appropriate training and development programmes for employees to ensure sufficient skills, capacity and knowledge within the service.
 - Deliver services in the most efficient and equitable manner and in accordance with Council governance and financial regulations;
 - Efficiently and effectively manage available resources;
 - Work in a corporate and collaborative way with other services and departments;
 - Deliver their agreed targets.
5. Provide professional guidance and advice to Directors, Heads of Department and Council Officers, Committees and Council on policy and strategic decisions.
6. Liaise with Heads of Departments in relation to the effective use of technology and information to aid decision-making and the delivery of Council services.
7. Produce and co-ordinate reports for Council committees and other such ICT information and briefing material and reports as required by the Head of Department.
8. Attend Council and Committee meetings as required and provide professional advice to elected members.
9. Ensure secure, fit for purpose, information systems and corporate software applications are maintained and developed.
10. Ensure a secure, robust and resilient server and network infrastructure, capable of adapting to changing demands and requirements, is implemented and developed.
11. Ensure appropriate monitoring, maintenance, support and disaster recovery arrangements are in place to maximise network availability.
12. Ensure appropriate arrangements are put in place to support elected members and staff in relation to responding to queries regarding the use of ICT systems and equipment.
13. Ensure appropriate security measures are in place to protect the Council’s electronic information.

14. Ensure a register is kept up to date in relation to the Council's ICT assets and software and that all licenses are kept up-to-date.
15. Review, develop, advise and arrange training on the Council's ICT policies and procedures.
16. Participate in cross-departmental working groups on Council projects to ensure that ICT needs are addressed and provide professional advice on ICT matters.
17. Be responsible for electronic and paper-based ICT records held.
18. Take overall responsibility, within the Service area, for providing timely objective and professional advice across the functions on all relevant issues and the effective management and resolution of stakeholder queries and complaints, Freedom of Information and other information requests.
19. Represent the Council and liaise and consult with external bodies and organisations as required.
20. Provide ICT services and advice to organisations where the Council acts as the lead partner.
21. Regularly review the services provided by the ICT Department and identify opportunities for improving economy, efficiency and effectiveness.
22. Keep abreast of professional development issues and take responsibility for personal learning and development.
23. Undertake any other relevant duties that may be required and are commensurate with the nature and grade of the post.