Role profile

Job Title:	ICT Service Delivery Officer
Department:	ICT & Property Services
Directorate:	Resources

Grade:	5 - 7
Post no.:	
Location:	Perceval House, Ealing

Role reports to:	ICT Assistant Operations Manager
Direct reports:	None
Indirect reports:	None

Job description

Purpose of role

- To ensure efficient delivery and effective operational customer focused services to the organisations 3,200 employees and its partners.

- Support with the monitoring and evaluation of the performance service desk to ensure it meets the criteria stated within the agreed operational levels.

- Provide administrative and project management support in the Service Delivery Team.

- To assist in the delivery of quality ICT Support & Data Services and Value for Money.

Key accountabilities

- Provide administrative and project support to the Service Delivery Team as and when required.
- Develop quality materials (presentations and reports) for all ICT & Data Communications, consultations and focus groups, including corporate presentations ensuring customer expectations are managed and achieved.
- Support the Service Delivery Manager with the administration of ITIL processes and procedures to ensure standards are being adhered to.
- Provide support to the Service Delivery Team in its operational management to deliver key objectives and outcomes corporately to approx. 3,200 staff.
- Coordinate the delivery of ICT & Data Incident Management Procedures for Severity 1's and take minutes of all on-going actions.
- Administer the corporate ICT assets register and CMDB ensuring there are auditable processes and procedures in place and all corporate ICT assets are registered.

- Proactively monitor the Disaster Recovery solutions for business continuity to ensure upgrades to systems are reflected in the DR environment.
- Ensure the administration of all ICT & Data Service Improvement Plans to ensure all patching is complete in a timely fashion to maintain corporate compliance with ISO27001, PCI DSS and Government Connects.
- To be responsible for the day-to-day supervision of the IT apprentice (if applicable)
- Ensure that ICT recharges are processed accurately and efficiently, and any queries are followed up to resolution.
- Be responsible for the IT Service Catalogue, ensuring that orders are dealt with promptly and that stock levels are kept up to date.
- To assist in the monitoring of performance of the Ealing Service Desk according to the agreed internal operational agreements.

Key performance indicators

- High turnaround time for incidents and service requests.

- Low volume of complaints from customers.

Key relationships (internal and external)

- All members of staff.
- Third party partners and service providers.

Authority level

- Role reports to ICT Assistant Operations Manager. No direct reports and no indirect reports.
- No budgetary authority.

Person specification

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council

Please ensure when completing your application that you address the criteria set out below in the person specification section and provide examples as appropriate.

Essential knowledge, skills and abilities

1. Experience of being able to communicate effectively at all levels of the organisation including Executives, Directors, Heads of Service, and staff.
2. Demonstrable experience and awareness of corporate ICT strategy and ability to turn strategic objectives into operational delivery.
3. Strong understanding of ICT & Data Incident Management and the development of associated documentation to align with corporate business continuity and civil contingencies.
4. Experience of acting as the local point of contact (key relationship management) for a service area identifying needs, ensuring prompt delivery requests, issues and escalations at local level.
5. Experience of managing customer expectations.
6. Experience of evaluating cross-functional services to gain greater understanding of the services required by the customer.
7. Experience of Service Level Agreements and a record of achieving improvements and savings to the benefit of the organisation.
8. Administrative and project skills.
9. Understanding of ICT issues, Severity 1 ratings, incident management, business continuity.

Essential qualification(s) and experience

1. NVQ Level 2 (or equivalent qualification) or substantial experience in an IT support role

CAREER GRADE CRITERIA

Grade 6

1. Able to assist and support the Service Delivery Team in its operational management to deliver key objectives and outcomes corporately to 3,200 staff.
2. Able to assist the ICT Assistant Operations Manager with the administration of ITIL processes and procedures to ensure standards are being adhered to.
3. Provide administrative and project assistance to the Service Delivery Team as and when required.
4. Be responsible for the accuracy and completeness of the corporate ICT assets register and CMDB ensuring there are auditable processes and procedures in place and all corporate ICT assets are registered.

Grade 7

All as per Grade 6, and

1. Has achieved ITIL Foundation accreditation.
2. Able to support and deliver the administration of ITIL processes and procedures to ensure standards are being adhered to.
3. Provide administrative and project assistance to the ICT team, including taking responsibility for the delivery of assigned actions.

Values & Behaviours

Improving Lives for Residents	Trustworthy	Collaborative	Innovative	Accountable
• Is passionate about making Ealing a better place. • Can see and appreciate things from a resident point of view. • Understands what people want and need. • Encourages change to tackle underlying causes or issues.	• Does what they say they'll do on time. • Is open and honest. • Treats all people fairly.	• Ambitious and confident in leading partnerships. • Offers to share knowledge and ideas. • Challenges constructively and respectfully listens to feedback. • Overcomes barriers to develop our outcomes for residents.	• Tries out ways to do things better, faster and for less cost. • Brings in ideas from outside to improve performance. • Takes calculated risks to improve outcomes. • Learns from mistakes and failures.	• Encourages all stakeholders to participate in decision making. • Makes things happen. • Acts on feedback to improve performance. • Works to high standards.