

## **Job Description Head of IT Operations IT Services**

### **The Role**

The Post Holder is the Operations Manager for IT Services, and will be required to manage IT Support teams as well as provide technical support to ensure the availability of ICT Systems and Services in addition to Telephony Services across the College Group. You will be responsible for maintaining relationships with ITS technical teams, and business partners.

You will work with customers, management and project teams to provide smooth and timely delivery of projects where ITS resources are involved. You will have a clear understanding of customer requirements and develop effective project reporting and delivery solutions. Monitor project status and ensure project deliverables meet College Group needs.

**Responsible to: Director of ITS/Deputy Director of ITS**

### **Main purposes and responsibilities:**

- Be accountable for Operational aspects of ITS Service Delivery across the College Group.
- Lead by example setting out clearly and supportively what is expected, so the teams increase their cohesiveness, motivation, and effectiveness. Bring visible leadership within the area, working in partnership with College Group Senior Management.
- Management of the four IT Support Teams to ensure adequate resources for all colleges and sites.
- Develop and manage the smooth and efficient operation of end-user ITS equipment (including Audio Visual, Desktop and mobile devices) through effective installation, configuration, performance management and trouble-shooting within defined service level agreements.
- Where problems arise take ownership and act quickly to resolve these, escalating as required in a timely fashion, to minimise impact on the College.
- Drive continuous service improvement including assisting with day-to-day escalations and investigating complex problems or repeat failures.
- Own and deliver compliant operational services in line with ITS Service Management and Technology Solutions. Own team performance, fostering an environment where the whole team contribute to the continuous improvement of the IT Operations area.
- Manage and provide a quality customer focussed service ensuring all calls are updated accurately and resolved efficiently using the Helpdesk Management system.
- Provide a focus for SLA management and customer satisfaction across the College Group.
- Develop SLAs across the business for IT Services, regularly reviewing targets and managing expectations across the College Group.
- Support Hosted Telephony solution, program & update System backend as required in relation to moves and changes.

**IT Specific:**

- Manage the installation and maintenance of client-based hardware and software across the Group.
- Manage the updating, replacement and renewal of operational ITS managed equipment across the Group, including the return and repair of any faulty equipment.
- Manage the installation, configuration and maintenance of audio-visual equipment, printers and scanners and other peripheral devices across the Group.
- Develop, manage and maintain support resolution procedures and documentation to meet pre-determined standards, processes and schedules.
- Assist with ensuring the integrity and security of Group College Data, and compliance with GDPR regulations.
- Ensure compliance with software and hardware license agreements and ensure compliance with relevant STCG policy.
- Working with the Director of ITS, develop and maintain the life cycle of ITS managed equipment across the Group including monitoring and reporting.
- Working with the Deputy Director of ITS, assist in managing the deployment of Windows imaging, to deliver a consistent installation of software (including upgrades/patches/service packs) across the Group.
- Working with the Deputy Director of ITS, assist in managing the Cyber Security posture of the Organisation following best practices from Organisation such as JISC, NCSC and Sans.
- Procure technical equipment and services following College procurement policies, to ensure the College pay a fair market rate and obtains good value for its purchases.
- Work with the IT Infrastructure Team to ensure that the underlying IT Service is maintained and available.

**General Duties of the Post:**

- Keep abreast of developments in Learning and IT technology.
- Attend team meetings and meetings relating to projects.
- To keep up-to-date with College Group initiatives and to develop and meet service standards for the area of work.
- To participate in the Professional Development Programme and undertake training as required including all relevant areas of technology.
- To propose any ideas which may help to promote and extend the Group's reputation and efficient running of the Group.
- To work safely, consider the safety of others and work within the guidelines stated in the Group Health and Safety Policy.
- To be available to assist in enrolment and other procedures which may require occasional evening and weekend work.
- Undertake other duties as may be required by the Group Leadership Team or their representatives, in order to ensure the efficient functioning of the Group.

As a list of general duties, the above is not exhaustive. The work of the Group as a whole is expected to develop and the holder of the post will be required to work flexibly with colleagues to facilitate this development.

**Additional Information**

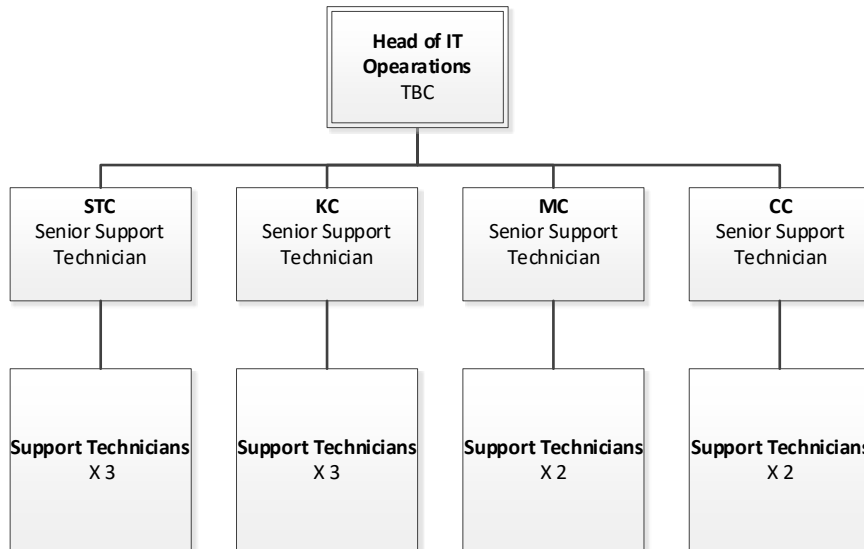
This Job Description / Specification is subject to periodic review.

Regular preventative maintenance, unscheduled outages or authorised changes may have to be completed out of hours. This will result in working outside of normal hours and weekends.

**Salary scale:** MSR/MSS - £48,706 - £66,160 per annum inclusive of London Allowance

**Primary Location:** To be agreed. You may be required to travel to or work from any of the South Thames Colleges Group sites.

**ITS Operations – January 2022**



## Person Specification Head of IT Operations

### Person Specification, Experience and Qualifications

		Essential	Desirable
1	L3 qualification or equivalent.		✓
2	Experience line managing a team	✓	
3	Experience of Microsoft Office 365.		✓
4	Good understanding of Infrastructure, Networking, Cloud, and security services.		✓
5	ITIL V3 Foundation qualification.		✓
6	Experience of Microsoft Active Directory; Desktop and Server Operating systems.	✓	
7	Strong influencing, negotiation and decision-making skills.	✓	
8	Good understanding of Microsoft System Deployment and Management Tools.		✓
9	Expert experience in the following areas: computer hardware/software installation, audio-visual technology, printer technology.		✓
10	Understanding of Wireless Technologies.		✓
11	Experience in diagnosing issues in a PC environment.	✓	
12	Experience in diagnosing issues in an Infrastructure environment.		✓
13	Operational Service Management/Delivery expertise.	✓	
14	Can work independently without direct supervision, as well as part of a team.	✓	
15	Able to establish credibility with senior managers and understand the business need.	✓	
16	A flexible approach to the needs of the job; ability to resolve problems effectively while under pressure.	✓	
17	Willingness to accept ownership and responsibility.	✓	
18	Positive, "can do" attitude - Results focussed.	✓	
19	Ability to promote and ensure good practice.	✓	