

<b>Role:</b>	Technical Lead
<b>Department:</b>	ICT
<b>Salary:</b>	From £44,000 per annum
<b>Responsible to:</b>	Head of ICT

### Job Purpose:

Manage the day-to-day technical delivery of the Enterprise Support service for the Gloucestershire County Council account, with overall responsibility for the provision of the underpinning core services including enterprise systems, networking, hosting, databases and security operations.

### Main duties and responsibilities:

- i. Reporting to the Head of ICT, the GCC Technical Lead will be responsible for working with the respective technical operational team managers, ensuring there is effective knowledge transfer between the GCC team and the wider Cantium ICT teams. In particular, ensuring any single points of dependency have identified back up resources in the event of annual leave or sickness.
- ii. Providing line management to the GCC Technical team (where resources are ring fenced to the account) and providing matrix management day-to-day support for resources part of the 'virtual' team (where utilised from the wider teams and temporarily working on the account for a time-boxed period of time).
- iii. Acting as day-to-day resource manager for the ringfenced resources, including co-ordinating priorities and workloads. Liaising where appropriate with the PMO (Project Management Office) and respective technical operational team managers.
- iv. Responsible for having a holistic understanding of the Enterprise Support service provided to GCC along with the technical architecture and skillsets required to support it.
- v. Engage regularly with the PMO and Technical Architect to understand the future technology roadmap and pipeline of projects that may impact /augment the service provided.
- vi. Working closely with the Account Director and Service Delivery Manager to ensure Service Level Targets are achieved and there is an effective continual improvement cycle.

- i. Working with Incident Management to ensure a timely response to Major or Priority 1 Incidents and appropriate resources are assigned.
- ii. Represent changes at the Change Authorisation Board and approve changes where required.
- iii. Ensure all technical documentation is maintained and processes are followed to ensure an excellent customer experience.

## Corporate Responsibilities

All senior executives and heads of service have an explicit responsibility to support the company in the delivery of its business plan. Providing support and guidance for its workforce and being a strong advocate of the company's people strategy.

## Description of Business

The company is dynamic and agile and is built on a service culture based on 4 key principles;

- Fast
- Connected
- Insight Driven
- Customer-Led

The business model and people strategy build on these principles and reinforce the company's reputation for delivering high quality back office services to its customers.

## Person Specification

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<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Degree qualification or equivalent in a relevant field.</li> <li>Substantial, relevant professional background and proven credibility in the field.</li> <li>Management qualification or relevant experience.</li> <li>ITIL certified.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Substantial experience of working in a customer service environment.</li> <li>Team management and leadership experience.</li> <li>Substantial experience of delivering, supporting and maintaining underpinning technologies used in the provision of ICT services.</li> <li>Experience in utilising ITIL best practice.</li> </ul>
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>Strong senior stakeholder management skills.</li> <li>Excellent MS Office skills and Excel.</li> <li>Ability to hold people to account.</li> <li>Strong problem-solving and analytical skills.</li> <li>Extremely well organised and detail focussed.</li> <li>Team leadership, management, coaching and mentoring skills.</li> <li>Excellent ability to resource plan.</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Excellent knowledge of enterprise systems, networking, hosting, databases and security operations.</li> <li>Strong understanding of the IT industry, particularly tools, services and standards.</li> </ul>