

NEWCASTLE-UNDER-LYME BOROUGH COUNCIL

JOB DESCRIPTION

Job Title:	Desktop Services Lead		Grade:	10	
Directorate:	Resources and Support Services	Service:	Customer and ICT Services		
Post No:	BB131	JE Ref:	A787	Date of Issue:	March 2021
Responsible to:	ICT Business Manager				

Main Purpose of Job:

This post is working at a senior technical level with the ICT Service. It is primarily responsible for the development, support and operation of Council's desktop services, operational management of the ICT Service Desk and supervision of the Service Desk team.

The post holder will ensure that the desktop estate and its associated services operate reliably, to fully supported standards. The post holder will contribute significantly towards shaping the future direction of the Council's desktop services, taking into account business requirements and technological developments.

The post holder will oversee the operation of the Council's ICT Service Desk, ensuring that appropriate standards are met by service desk staff. This includes incident management, request fulfilment, problem management, change control and performance monitoring.

Main Tasks/Duties/Responsibilities

- 1 Perform as the technical lead to support and develop the Council's desktop infrastructure. The desktop environment includes but is not limited to:
 - Microsoft Windows PC's
 - Line of business applications including Microsoft Office and Office 365
 - Active Directory
 - Group Policy
 - User Profile Management
 - Antivirus (Sophos),
 - Desktop Virtualisation (VMWare)
 - Remote Access
 - Deployment of desktop equipment
 - Software distribution management via SCCM

- 2 Use appropriate tools to monitor the performance of the desktop environment, initiating any actions required to resolve any issues.

- 3 Contribute towards the development of a desktop roadmap, covering aspects such as replacement of items, changing business requirements, software maintenance, compatibility and alternative delivery methods.
- 4 Contribute to the planning and implementation of maintenance and installation work, including the building and configuration of desktop components in virtualised environments, using automated tools where appropriate.
- 5 Handle service incidents according to agreed procedures, analysing the causes and facilitating prompt recovery, whilst ensuring that proper documentation is maintained.
- 6 Analyse patterns and trends to proactively anticipate, investigate and resolve problems with the desktop infrastructure and coordinate the implementation of remedies or preventative measures.
- 7 Provide technical expertise to enable the development and correct application of operational procedures in relation to desktop infrastructure, including the automation of tasks where effective and efficient methods exist.
- 8 Carry out desktop builds and tests in coordination with technical specialists, evaluating any risks to the integrity of desktop environment including availability, performance, security and compliance.
- 9 Develop implementation plans for complex requests for change, evaluating the risks to the integrity of desktop environment inherent in proposed implementations.
- 10 Seek authority to proceed with requests for change, review the effectiveness of the change implementation and suggest improvements to organisational procedures governing change management where appropriate.
- 11 Ensure that requests for change are adequately communicated to users, ICT colleagues and relevant management. Ensure that all parties are kept up to date with progress and any issues that occur.
- 12 Configure tools to automate the provisioning, testing and deployment of new and changed desktop environments.
- 13 Verify and approve changes ensuring protection of assets and components from unauthorised change, diversion and inappropriate use, applying tools, techniques and processes to track, log and correct information related to desktop configurations.
- 14 Contribute to the creation and maintenance of policy, standards, procedures and documentation for security
- 15 Monitor the application and compliance of security administration procedures and review the desktop estate for actual or potential breaches in security.

- 16 Ensure that all identified breaches in security are promptly and thoroughly investigated and that any system changes required to maintain security are implemented.
- 17 Ensure that security records are accurate and complete and that requests for support are dealt with according to set standards and procedures.
- 18 Work with 3rd party suppliers where necessary to specify, design and implement software solutions within the desktop environment or in support of other ICT initiatives. This may include signing off work carried out to agreed standards.
- 19 Support the specification of items to be procured by the Council for the desktop environment. Where appropriate, carry out procurement exercises to obtain goods and services in line with the Council's policies.
- 20 Supervise the workload, performance and professional development of a small team of ICT Officers in relation to the ICT Service Desk. This includes the prioritisation of work, directing activities and providing support for personal development, conducting appraisals and other associated activities.
- 21 Contribute towards the development and application of the Council's information security policies, with particular focus on how these can be supported by the desktop infrastructure and supporting software.
- 22 Ensuring compliance with external standards, such as the Public Sector Network Code of Connection, Payment Card Industry standards and any other relevant guidance.
- 23 Produce and interpret statistical information (e.g. performance of equipment, infrastructures, utilisation of resources etc.) to ensure SLA and Council business objectives are met.
- 24 Maintain and develop extensive technical knowledge in relevant areas.

Occasional Tasks/Duties/Responsibilities

- 1 To work outside normal office hours when the occasion demands, both scheduled and unscheduled to meet emergency situations.

General

- 1 To be aware of and comply with current Health and Safety Regulations and the Borough Council's Health and Safety policy and procedures as they relate to the duties and responsibilities of the post.
- 2 To be proactive in personal and professional development, updating knowledge and skills by appropriate means as agreed annually through the Council's Performance Appraisal Scheme.
- 3 To maintain awareness of risks and incorporate these into the formal risk management process and also to control the risks inherent in your job and report any risk concerns to your manager.

- 4 To produce any performance information required in a reliable, timely and accurate way, in accordance with the Council's Data Quality Policy.
- 5 To be aware of and adhere to the Council's Equal Opportunities Policy.
- 6 To undertake any other duties as may be reasonably allocated to the postholder commensurate with the grading and responsibilities of the post. (Where necessary, reasonable adjustments will be made in accordance with the Equality Act).
- 7 To be familiar with the obligations and requirements of the Council's information security and data protection policies and procedures as they apply to the post, ensuring that confidential and sensitive data used by the post holder is held securely and personal data is obtained, processed and disclosed only in accordance with the principles and requirements of the Data Protection Acts.
- 8 To be aware of and adhere to the Council's Safeguarding Children and Adults at Risk of Abuse and Neglect Policy.

This job description is not exhaustive providing an indication only of the scope and length of the main duties and responsibilities to be undertaken by the postholder and may be subject to amendment or alteration. It may be changed from time to time to meet changing circumstances and does not form part of your contract of employment.