

JOB DESCRIPTION

Job Title	Service Support		
Directorate	Digital Services		
Reporting to	Contract and People Manager		
Grade	10		
Evaluation ref:	RP087	Job ref:	Family
Role purpose			
The Service Support role is pivotal in managing and coordinating ICT equipment across multiple sites, ensuring efficient utilisation and compliance with organisational standards. This position involves providing oversight and support to the business support team, managing ICT hardware warranties, and liaising with third-party suppliers for product roadmaps, repairs, support, and maintenance. The role also includes leading the coordination of opportunities for apprentices, T-placements, work experience for students, and care leavers. Additionally, the Service Support role assists in the coordination and management of Freedom of Information requests, monitors mandatory training and compliance across the ICT service, and works with HR&OD and ICT Team Leaders to ensure training completion. The role requires deputising for the Contracts and Business Support Manager on the corporate Health & Safety Board and understanding purchase ordering rules and processes within D365.			
Accountabilities			
• Provide oversight and support to the business support team. • Manage and coordinate ICT equipment across multiple sites, leading office moves and closures to ensure appropriate utilisation of all kit. • Work with third-party suppliers to ensure obsolete kit is reused or disposed of appropriately. • Manage ICT hardware warranties. • Liaise with third-party hardware suppliers on product roadmaps, repairs, support, and maintenance. • Lead the coordination of opportunities for apprentices, T-placements, work experience for students, and care leavers. • Assist with the coordination and management of Freedom of Information requests. • Monitor mandatory training and compliance across the ICT service and report findings. • Work with HR&OD and ICT Team Leaders to ensure mandatory training is completed. • Deputise for the Contracts and Business Support Manager on the corporate Health & Safety Board. • Understand purchase ordering rules and processes and associated coding structure within D365.			
Knowledge / Experience / Skills			

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	Essential	Desirable
Knowledge		
Understanding of ICT equipment management and coordination.	x	
Knowledge of hardware warranties and maintenance processes.	x	
Familiarity with purchase ordering rules and processes within D365.	x	
Awareness of Freedom of Information request management.		x
Understanding of training compliance monitoring.		x
Knowledge of Health and Safety regulations and practices.		x
Experience		
Experience in managing ICT equipment across multiple sites.	x	
Experience in liaising with third-party suppliers for product roadmaps, repairs, support, and maintenance.	x	
Demonstrated experience in coordinating opportunities for apprentices, T-placements, work experience for students, and care leavers.	x	
Experience in assisting with Freedom of Information requests.		x
Experience in monitoring and reporting on mandatory training compliance.		x
Experience in deputising for senior management on boards or committees.		x
Qualifications / Registrations / Certifications		
Certification in ICT management or a related discipline.	x	
Additional training in procurement or supply chain management.		x
Health & Safety certification.		x
Membership in relevant professional bodies.		x
Continuous professional development in ICT management.		x
Skills		
Strong organisational and coordination skills.	x	
Excellent communication and interpersonal skills.	x	

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Ability to manage multiple tasks and priorities effectively.	x	
Proficiency in using ICT management software and tools.	x	x
Strong problem-solving and decision-making skills.		x
Ability to work collaboratively with diverse teams.		x

Working Conditions

Dimensions of the role

This role involves working within a dynamic and supportive local authority environment. Candidates should be prepared for the following conditions:

- **Work Hours:** Standard working hours are 37, with occasional requirements for evening or weekend work to meet project deadlines or attend community events.
- **Location:** The primary work location is County Hall, with opportunities for remote work as per organisational policies.
- **Travel:** Some travel within the local area may be required for meetings, site visits, and community engagement activities.
- **Work Environment:** The role involves working both independently and as part of a team, with access to modern office facilities and resources.
- **Health and Safety:** Adherence to all health and safety regulations is mandatory, ensuring a safe working environment for all employees.

Working Arrangements

Somerset Council's dynamic Working Strategy will be applied to this position.

Corporate Accountabilities

- Ensure compliance with all relevant legislation, organisational policy, and professional codes of conduct to uphold standards of best practise.
- Deliver the aims of the council's equality, diversity and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do, ensuring team members are also aware of their responsibilities and maintaining their understanding that Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.

Date: 21/10/2024