



Northern Ireland Assembly

Job Title:	ICT Service Desk Manager
Salary range:	£35,046 - £36,097 (under review)
Grade:	Assembly Grade 6 (AG6)
Directorate:	Parliamentary Services
Business Area/Office:	Information Systems (IS) Office
Accountable to:	ICT Infrastructure Manager
Accountable for:	Senior Service Desk Analyst(s)

Job Purpose

This is a new role within the Information Systems (IS) Office and will provide the technical lead for the ICT Service Desk, managing the small team of IT specialists supporting Assembly Members, Party Support and Secretariat staff in Parliament Buildings, as well as MLA constituency offices located throughout Northern Ireland.

Job Description:

- Lead and manage a small team of IT specialists, setting goals and performance targets and evaluating staff performance;
- Develop the team to ensure that appropriate technical skill and competency levels are achieved and maintained;
- Provide advice, guidance and challenge on issues within your area of responsibility;
- Deliver excellent ICT services by developing a customer focused culture within your team;
- Build and maintain effective relationships with key stakeholders, for example, MLAs, Party Support staff and senior managers in the Assembly Secretariat;
- Manage a very demanding and wide-ranging workload of competing priorities often to be completed within tight deadlines;
- Day to day management of the Assembly ICT Service Desk function:
 - Responsible for the operational management of call assignments within the Service Desk team and to other parts of IS Office as appropriate;

- Diagnosing and resolving user's technical issues and problems effectively and efficiently;
- Identifying and analysing complex technical issues, and helping to find appropriate solutions including consulting specialists where required;
- Classifying and prioritising problems, documenting their causes and implementing remedies and preventative measures;
- Ensuring that the call logging and inventory systems are fit for purpose and are used effectively and efficiently by the team;
- Ensuring support for existing and emerging ICT services, including providing technical advice to project teams;
- Development and maintenance of standard Windows 10 device configurations to ensure the security and integrity of Assembly information systems and services;
- Patching and updating operating systems and other software and liaising with the Infrastructure team to ensure that appropriate cyber security measures are in place;
- Design and lead new initiatives and implement operational changes in services;
- Identifying and researching relevant new technologies to enhance the operational effectiveness of the Service Desk; and
- You may also be required to carry out other duties that the Assembly Commission reasonably requires of you.

Essential Criteria:

1. Applicants for the post of ICT Service Desk Manager must, by the closing date for applications, be in possession of a Bachelor's (or higher) Degree in Computing or other discipline relevant to Information Systems / Information Technology*

AND

At least 3 years' post qualification experience of working in a challenging ICT Service Desk environment that involved supporting a diverse and demanding range of at least 500 customers in a wide range of technologies to include all of the following:

- (a) Managing and maintaining Microsoft Active Directory
- (b) Managing and maintaining Microsoft Systems Centre Configuration Manager (SCCM) version 2012 or later
- (c) Support of Microsoft Windows 8.1 or Windows 10 based desktop equipment.

OR

2. At least 5 years' experience of working in a challenging ICT Service Desk environment that involved supporting a diverse and demanding range of at least 500 customers in a wide range of technologies to include all of the following:

(a) Managing and maintaining Microsoft Active Directory

(b) Managing and maintaining Microsoft Systems Centre Configuration Manager (SCCM) version 2012 or later

(c) Support of Microsoft Windows 8.1 or Windows 10 based desktop equipment.

* Only those courses with a computing content of 50% or more will be considered and applicants must provide full details on the application form of how the content of the course meets this requirement.

Skills & Behaviours:

The interview questions will be based on the essential criteria and the following Assembly Skills and Behaviours.

Delivering a quality service

...is about providing a high-quality and efficient service to our customers. It is thinking ahead, managing resources effectively and delivering work on time and to a high standard. It is also using professional or technical expertise to enhance service delivery.

Building relationships and effective communication

...is creating and maintaining positive, professional and respectful internal and external working relationships through effective and appropriate communications.

Initiating improvement and delivering change

...is looking for and being open to new and innovative ideas and improvements to the service provided. It is being flexible and adapting positively and professionally to sustain performance when the situation changes, workloads increase or priorities change. It is about forming sound, evidence-based decisions and being accountable for results.