

Job Title: EUD Technical Team Lead	
Job Evaluation Number	C240

## JOB DESCRIPTION

<b>Job Title:</b> EUD Technical Team Lead	<b>Location:</b> Kidlington or Southampton
<b>Job Family:</b> ICT	<b>Role Profile Title:</b> BB4 Police Staff
<b>Reports To:</b> EUD Manager	<b>Band level:</b> 4T
<b>Staff Responsibilities (direct line management of):</b> User Support Analyst – EUD	

a. **OVERALL PURPOSE OF THE ROLE:** Defines the role, put simply, why it exists.

The overall purpose of the role is to: provide the technical leadership and expertise, within the IT end user device support function (typically computer hardware, printers, BWV, OS deployment and desktop applications etc.), required to deliver the needs of the business.

b. **KEY ACCOUNTABILITY AREAS:** Define the important aspect of the role for which the job holder is responsible for results or outcomes.

<b><i>The key result areas in the role are as follows:</i></b>
1. Provision of technical EUD expertise within agreed SLA's; fulfilling Service Requests in relation to end user devices. Ensure EUD Asset data is accurate and validated in line with SACM policy, ensures data and tools enable device optimisation and utilisation
2. Manage end to end device lifecycles in accordance with EUD strategy, including device road maps and evaluation through to disposal, focussing on supportability, usability & cost effectiveness.
3. Engages the Problem management process using trend analysis to identify root cause and recommend permanent resolutions to reduce service impacting incidents.
4. Ensure service support documentation is ITIL V3 quality and document control is in place, ongoing effective engagement with Incident, Change, Problem and Request management areas.
5. Identifies opportunities to deliver service improvement and/or cost savings across both Forces and propose recommendations to be made to the appropriate governance bodies.
6. Keep up to date with latest EUD technologies to ensure the forces are able to maximise business through technology innovation and to reduce the risk of reliance upon end of life technologies
7. Work closely with the SDM and BRM team to manage customer expectations on new EUD initiatives and future demand, ensuring the demand is channelled through the relevant team and process. Provision of expert support for any projects relating to end user devices, supporting the SACM team on asset and license management of all devices and associated software.
8. Provision of technical support for the production of system images and build of desktops and mobile devices
9. Instil and develop a culture of continuous development for line reports and the wider team through; training and development and the PDR process, motivating, effective workload planning, monitoring employee welfare and quality assurance of work standards. Take prompt and reasonable action to address performance below required standards in line with the relevant Force procedure.

c. **DIMENSIONS:** Include matters such as key result areas that make the greatest demands on the role holder, seasonal pressures, items processed, the number of customers and/or level of authority to make financial decisions or commit other resources.

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<b>Further Comments:</b>
Reports directly to the EUD Support Manager but works closely with Service Managers, Infrastructure Services, Project and Programme Managers, Business and force end users, Third party suppliers, ICT service desk and Facilities.
Receives work in the form of specific objectives and / or work packages, and works regularly to standardised schedules and procedures.
Works with and influences department Executives and peers, and with external experts in IT service delivery on behalf of the Forces: consultants / suppliers; auditors; NPIA; other Forces; partner organisations. Does not manage a budget.
Regularly required to work on the Forces' infrastructure over multiple locations and may be required to work off site with other forces as force collaborations expands.
Ability to engage positively with a variety of stakeholders from within both business and ICT teams.
Is a recognised EUD specialist. The role holder will work with immediate and or / wider ICT team members to share best practice whilst providing development and performance assistance when required. They will act as a subject matter expert to provide guidance and advice to all TVP staff where necessary.

#### d. CHARACTERISTICS OF THE ROLE

**Expertise:** Concerned with the level of administrative, professional and/or technical expertise (knowledge and skills) needed to perform the role effectively; may be acquired through experience, specialised training, and/or professional or specialist education and training.

<b>The knowledge or skills required in the role are as follows (essential or desirable):</b>	<b>E/D</b>
1. Able to understand (and articulate) how the application of ICT technology impacts the Forces' Policing and business objectives and processes.	E
2. Able to achieve significant outcomes through influence and persuasion rather than through direct line authority.	E
3. Is a recognised subject matter expert in a broad range of EUD technologies including delivery and support methods. Extensive / proven experience in ICT Service Management or Support environment and an ITILv3 qualification.	E
4. Able to articulate technical issues to a non-technical audience.	E
5. Proven good communication skills - written and oral, customer focussed, team-worker, who is a flexible, adaptable, problem solver and able to work systematically and with little direct supervision.	E
6. Proven ability to work diligently, alone or within a team, to agreed schedules and procedures, with minimal supervision.	E
7. Must have capability to travel to different locations across both Forces and undertake all assignments in a timely manner. Due to the requirement to work flexibly, unsocial hours and personal safety for lone working; public transport may not be available or suitable at these times. For this reason a full UK driving licence is considered essential. *	E
Additional comments: * At interview, candidates will be asked to confirm their willingness to undertake this Basic Driving Assessment, which in turn will enable the use of a police authorised vehicle.	