



1. JOB IDENTITY

Post Title:	ICT Infrastructure Solutions Team Leader	Service:	Business Services
Section:	ICT	Grade:	Team Leader M
Reports to:	ICT Business Solutions Manager		

2. JOB PURPOSE

- Direct and manage delivery of ICT infrastructure development activities across the Council, including the implementation of new server, voice, collaboration and network technologies. Work closely with all departments across the Council to ensure successful delivery of line of new infrastructure technology to support delivery of Council service and delivery plans.

There is a responsibility for the post holder to demonstrate a commitment to quality service delivery through continuous improvement for the benefit of the Service and the organisation

3. CORE RESPONSIBILITIES / DUTIES

- Lead the ICT business solutions section to deliver its objectives.
- Manage the delivery of ICT Infrastructure solutions services (voice, data and server) ensuring appropriate controls and resource arrangements are in place.
- Line management of Senior Infrastructure Analysts.
- Responsible for ensuring appropriate technical frameworks are in place for infrastructure enhancements. Ensure the creation of a technical framework is developed to support the overall ICT and business strategies.
- Responsible for being proactive in developing a clear understanding of the Council's strategic aims and ensures alignment of ICT enhancement/development.
- Contribute to the ICT planning process and assist with the development of project and delivery plans.
- Support ICT Business Solutions Manager in ensuring good relationships with ICT customers to ensure strategic alignment with Council plans.

4. QUALIFICATIONS AND TRAINING

- Essential:**
- ICT Degree or equivalent transferrable experience and skills
 - Current Infrastructure qualification e.g. CCE, MCSD
- Desirable:**
- CITP



5. EXPERIENCE

- Essential:**
- Considerable experience in the management of multi-disciplinary infrastructure function and demonstrable infrastructure development/enhancement experience
 - Experience in the management of multiple ICT projects
 - Experience of managing teams of employees
 - Experience of budget management and reporting
- Desirable:**
- Experience of public sector environments

6. KNOWLEDGE AND SKILLS -

- Essential:**
- Customer-focussed with excellent relationship management, communication and negotiation skills
 - Working knowledge of current infrastructure technologies and how to apply to a large organisation
 - Proven business acumen
 - Working knowledge of formal Service Management Frameworks (e.g. ITIL, Cobit)

7. ADDITIONAL REQUIREMENTS

Criminal Records Checks for Employment	This post does not require a Disclosure Check
Driving Compliance	Not applicable to this post
Politically Restricted	Not applicable to this post
Work Smart	This position is designated as a Flexible post as detailed on the Worksmart website - http://worksmart.aberdeenshire.gov.uk/