

Job Description and Person Specification

Role: Senior Systems Management Officer



Job Description

Job Title	Senior Systems Management Officer
Grade	8
Service	Systems Team, Digital Services.
Reports to	Senior Systems Management Officer
Location	One Friargate, Floor 7
Job Evaluation Code	P1287D



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Purpose of the role

Defining and delivering the system management processes for supporting corporate Information Systems in a way that is sensitive to and fully compatible with business operations.

Line management of resources in order to deliver system management services across Client Server System Software, Locally and remotely hosted Web Systems, Database Systems, System and Web Servers, Client Software, and System Management Tools, to SLA, budget and quality targets and in accordance with appropriate standards.

Delivery of System Management services across for systems across many user environments including corporate, schools, libraries, YOS. This includes the creation of service level agreements and the planning of all aspects of System Management support including the management of 3rd party support contracts necessary to ensure provision of services to meet such agreements.

The production of System Management support plans, strategies, skill needs, and documentation, covering Client Server System Software, locally and remotely hosted Web Systems, Database Systems, System and Web Servers, Client Software, and System Management Tool.

System Management lifecycle planning, control and management of Information Systems documentation, System Software, Database Technologies, Web Services, System Configurations, Interfaces, Scripts and bespoke System Customisations.

To provide specific and expert support and administration to the organisations Office 365 environment

Main Duties & Key Accountabilities

Core Knowledge

- Undertake day to day management of System Management Officer/Analysts and perform supervisory functions including setting performance expectations, assigning standards, checking work, organise and/or assist in training and development needs in accordance with policies,
- guidelines and council procedures.
- Be accountable for cost and expenditure against budget for systems management projects working with Project Managers to deliver solutions. Budget responsibility of up to £250k project budget.
- Report against key performance indicators and critical success factors in the areas of business readiness targets, business engagement activity, training, design and deployment activities, key operational metrics and benefits.
- Ensure stakeholders are brought to the required level of commitment, prior to going live.

- Deliver & maintain System Management incident and problem management processes, and check that all requests for support are dealt with according to agreed procedures.
- Ensure that there is a business perspective on how System Management services will be delivered to the Council
- Develop and maintain procedures and documentation for System Management including skill and capability development plans for System Management.
- Identify system enhancements to improve business performance through analysis of user issues, incidents and problems.
- Use system management software and tools to investigate issues, collect performance statistics and create reports.
- Develop, contribute to and maintain the System Management support plan for systems including all the activities needed to support and maintain systems including managing the system roadmap of scheduled product upgrades, updates, refreshes, and major software patch, firmware, or service pack releases.
- Manage a support budget for 3rd party maintenance services and ensure expenditure is tracked, monitored and delivered against SLA's and contracts and that the Council receives value for money from 3rd party suppliers.
- Manage service relationships and contracts with internal partners and external vendors, suppliers and local and national partner organisations in the delivery of System Change initiatives.
- Maintain and develop the portfolio of skills and capabilities required to develop and enhance the support services provided.
- Contribute to and maintain overall System Management plans to support the Council's business strategy, agree service level agreements with service delivery managers, business account managers and customers and plan all aspects of System Management services necessary to ensure that support agreements are delivered.
- Ensure that processes are in place for consistent classification and management of CIs, and for verification and audit of configuration records.
- Contribute strongly to ICT knowledge management systems.
- Support research and development on System Management techniques, tools, and processes.
- Liaise with System Change, Infrastructure Change & Management units to ensure solutions are agreed and are in line with corporate standards and procedures.
- Ensure that management processes, tools, techniques and personnel are in place to ensure that the transition of new systems into support are planned and compliant with ICT policies and methods
- Provide authorisation for critical System Management activity and a point of escalation.
- Provide advice and guidance to System Management analysts and to other ICT & Digital staff on the system management issues and resolutions.
- Provide expert knowledge in the management of database architectures, software and facilities.
- Provide out of hours service as required and agreed with ICT Management
- As part of the ICT Extended Management Team provide strong, cohesive and innovative leadership to the ICT & Digital service, deputising for the Systems Lead where required

General Duties and Responsibilities:

- Maintain, demonstrate and promote a culture of customer service.
- Communicate effectively, formally and informally, with colleagues, subordinates and users.
- Be accountable for actions and decisions taken.
- Have responsibility for an area of work, including technical, financial and quality aspects.
- Influence organisation, users, suppliers and peers on area of own specialism.
- Develop business relationships with users.
- Understand the relationship between own specialism and wider Council objectives.
- Perform a challenging range and variety of complex technical or professional work activities.
- Advise on available standards, methods, tools and applications relevant to own specialism.
- Analyse, diagnose, design, plan, execute and evaluate work to time, cost and quality targets.
- Demonstrate leadership.
- Take initiative to keep skills up to date.
- Mentor more junior colleagues.
- Maintain an awareness of developments in the industry.
- Advise on scope and options for continuous operational improvement.
- Demonstrate creativity and innovation in applying solutions.
- Commitment to acquiring and sharing business and technical skills and knowledge.
- Demonstrate professional attitudes (e.g. customer focus, value for money).
- Any other duties and responsibilities within the range of the salary grade.

Key relationships

External Software Vendors Support Providers Schools, Libraries and Youth Offending Services Other Local Authorities as relevant	Internal Other Digital Services Teams Council Business Units as relevant
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Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder: Systems Management Officers Systems Improvement Officers Systems Management Analysts

Person specification

Job Evaluation Code	P1504D
Knowledge	
Extensive knowledge and understanding of knowledge of current and emerging system solutions and technologies	
Extensive understanding of whole ICT service management life cycle, ICT security and governance	
Extensive understanding and experience of project, programme, release and change management, agile project management and able to apply best practice in government ICT and digital services within a local context	
An extensive understanding of the role of ICT in the Local Authority context	
Extensive understanding of key developments in the ICT industry, current technology landscape and market place.	
Extensive knowledge of the legal frameworks, statutory obligations and policy requirements of an ICT service in a large diverse organisation	
Extensive knowledge of the services provided by a local government organisation and how ICT & Digital services can enable, enhance and transform them.	
Equal opportunities and how to ensure that services are equally accessible and appropriate for the diverse needs of service users	
Extensive understanding of current and emerging Information Systems Technologies including Application Web Services, SaaS, Cloud Computing Services and traditional Client Server Computing.	
Extensive understanding of service delivery, SLA's, and contract management of 3rd party suppliers	
Skills and Abilities	
Excellent and effective communication skills by written, oral and electronic means appropriate to the relevant audiences.	
To effectively manage, develop and lead a team in a technically complex and dynamic environment	
To work effectively and maintain a high standard of service delivery whilst under pressure	
Proven interpersonal, analytical, influencing and negotiating skills, ability to motivate and inspire others to consider and adopt alternative solutions at all levels within the organisation.	
Ability and desire to keep up to date with technical developments and trends relating to systems	
Able to demonstrate creativity and innovation and radical thinking in applying solutions for the benefit of the user.	
Able to demonstrate excellent customer awareness and customer care in the delivery of services.	
Effective management and coordination of resources.	

Able to manage complex projects to time, budget and to high quality
Able to advise on the available standards, methods, tools and systems relevant to systems
Able to analyse, assess and advise on scope of options for systems
Experience
Evidence of setting standards, strategies and procedures across the IT service lifecycle
Evidence of delivering high quality, major ICT solutions to a diverse workforce
Experience of working in a customer-focused ICT organisation
Evidence of realising benefits
Experience of delivering excellent service to a wide range of stakeholders (e.g. Elected Members, suppliers, customers)
Evidence of setting standards, strategies and procedures across the IT service lifecycle (including the development lifecycle) in Systems Management and ensure that practitioners adhere to them
Qualifications
Graduate in ICT / Computing discipline or relevant demonstrable experience
MCSA: Office 365, willing to work towards or equivalent experience
Special Requirements
Committed, tenacious, enthusiastic and confident to meet demanding objectives and deliver results.
This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).

Date Created	May 2015	Date Reviewed	December 2025
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