

JOB TITLE: APPLICATION SERVICES MANAGER

JOB HOLDER:

1. MAIN PURPOSE OF JOB

Manage delivery of client-facing application and web services, and development and test environments.

Manage department resources to ensure team leaders deliver required service levels

Plan and develop support resource and processes for CDL application services to ensure SLAs are met.

Develop processes and tools to maximise the efficiency of the deployed systems and staff resources available, and support CDL's information Security, IT governance and regulatory framework.

Ensure that agreed procedures are followed within the department.

2. POSITION IN ORGANISATION

- Reports to Head of Technology
- Direct responsibility for the supervision of team leaders and IT staff
- Contact with internal and external clients

3. SCOPE OF JOB

- **Department Supervision** – monitor work scheduling and department performance to maximise service delivery
- **Service Delivery** – agree key client SLA targets and ensure delivery. Report delivery against SLAs
- **Planning & Project Management** – agree infrastructure requirements and OLAs with Infrastructure Manager and co-ordinate department resources to achieve agreed service levels and project deliveries
- **Staff Development** – plan development of individual skills to support current and future departmental objectives, manage training and recruitment plan accordingly.
- **Commercial** – maintain an awareness of corporate objectives and provide technical advice to clients
- **Technical** – development of personal technical expertise to be able to support team leaders and provide advice to Head of Technology
- **Communication** - provide timely communication of plans and report achievement against SLAs to internal and external clients

4. DIMENSIONS & LIMITS AUTHORITY

- Organise work scheduling to meet project deadlines
- Provide support services for external clients' CDL-supplied services
- Recommend infrastructure and process enhancement initiatives to Head of Technology
- Implement, monitor and support system and data security across the CDL application services infrastructure
- Support Technology Division monitoring, reporting and capacity planning
- Maintenance of discipline and enforcement of procedures
- Participation in the annual pay review process
- Recommend training and recruitment requirements to Head of Technology

5. QUALIFICATIONS

- Vocational qualification in IT systems, e.g. HND or Degree.
- Professional technical qualifications (MCSE, OCP, ITIL certification etc.) beneficial

6. EXPERIENCE

- Experience of delivering hosted services to external clients

- Experience of managing multi-disciplinary teams in a technical services support environment
- Experience of managing web-based and application services and databases in service development and delivery
- Delivery of services within commercial service level framework
- Communicating with line management and management team peers
- Contact with external and internal clients

JOB HOLDER IMMEDIATE SUPERIOR

DUTIES & KEY RESPONSIBILITIES

Department Supervision **20%**

- Ensuring support log stacks are maintained within agreed service levels
- Monitoring team performance, including regular reviews and appraisals
- Identifying resource issues and managing the recruitment and selection process
- Team building by including staff in goal and objective setting

Service Delivery **20%**

- Ensuring support levels are maintained across required service support hours
- Monitoring service delivery through service level reporting and management
- Team building by including staff in goal and objective setting
- Monitoring the creation and use of procedures
- Ensuring system security meets company IS policy requirement

Technical **15%**

- Demonstrating a high level of technical competence
- Evaluating, introducing and maintaining new technical developments within the team
- Evaluating, introducing and maintaining new monitoring and reporting processes within the team
- Assisting team members with resolution of work problems

Project Management **15%**

- Co-ordinating team resources to achieve project delivery
- Liaising with Infrastructure Manager to ensure requirements are planned and delivered
- Liaising with project managers and client contacts re. project progress

Communication **15%**

- Ensuring internal and external customers are kept informed of service issues
- Ensuring team members are kept informed of company and other relevant issues
- Promoting and maintaining professional standards

Commercial **10%**

- Developing and maintaining an understanding of corporate objectives
- Hosting client meetings

- Providing advice to clients on effective server use
- Providing technical and service advice to sales and account management staff

Staff Development**5%**

- Identifying individual development needs through direct contact with staff utilising the appraisal process
- Coaching and supporting staff to help them achieve personal and departmental goals
- Promoting effective team and individual performance