Support Unit Manager
Job Outline

Main Purpose of Job

- Responsible for the procurement, installation and support of infrastructure hardware and software, such as servers, SANs and virtual infrastructure.
- Manage a team providing hardware and software consultancy and support.
- Set technical standards shaping the future Enterprise Architecture for the Council and the wider Tri-Borough enterprise. Chair the Tri-Borough Technical Design Authority.
- Help in the co-ordination of Tri-Borough ICT work.
- Procurement of ICT hardware, software and services, for the Council and Tri-Borough.
- Software Licensing, ensuring that the Council gains best value while remaining legally compliant.
- Project Management.

The postholder manages a team of four Enterprise Consultants who:-

- Manage storage on our SANs,
- Manage our virtual infrastructure,
- Support the hardware and operating system on all servers,
- Ensure that all of this infrastructure provides the performance, consistency and resilience required by the Council's staff and residents,
- Apply security patches to all computers in a timely fashion,
- Act as third-level support to the Service Desk,
- Provide technical advice and support to staff,
- Engage in technical projects, often taking the lead.

Staff directly managed: 4

Budget responsibility: £520,000