



ICT Service Management Specialist
Wednesbury
Circa £32,000 + Excellent Benefits

Midland Metro Ltd is a new company that is owned by the West Midlands Combined Authority. It is an inspiring time for Midland Metro Ltd as the Combined Authority delivers a £1.3 billion investment plan set to significantly expand the tram network, bringing even greater connectivity to people, places and business.

Midland Metro Limited is creating a new ICT division which will be an integral part of the growth and the development of the metro service and network. We currently have an exciting opportunity for an ICT Service Management Specialist to provide and coordinate an efficient, timely, innovative and cost-effective delivery of all ICT Services.

You will be responsible for managing and maintaining the ICT portfolio of systems and services, will ensure ICT services are delivered in line with agreed service quality and performance requirements and will assist with the alignment of ICT systems and services in accordance with ITIL best practice guidelines. You'll be responsible for reporting on ICT measures and metrics. You'll also be responsible for providing first line support and service desk management, supporting with the recommendation, selection and implementation of systems and services in line with the MML IT strategy. You will also be assisting in the delivery of the transition, operational and continual service improvements. Further tasks will include assisting in the management of ICT policies and procedures and the delivery of projects identified to deliver the ICT strategy. You will also assist in maintaining good working relationships with management service providers and customers.

We're looking for someone with previous experience of working in a similar ICT Service Delivery role, with experience of reporting on ICT performance metrics, IT related projects, 1st line support and service desk management. You will be educated to degree level or equivalent in an ICT related discipline and must have an ITIL Version 3 Foundation certificate. You'll have experience of managing suppliers and providing customer support experience with a particular emphasis on the use of Incident, Problem and Change Management processes.

We are welcoming applications from customer focussed IT professionals, if this sounds like you then we would love to hear from you.

Questions

Do you have experience in a similar ICT Service Delivery role? Y/N
If yes, please detail experience? Y/N

Do you have experience of the below:

IT related projects	Y/N
1st line support	Y/N
Service desk management	Y/N
Managing suppliers	Y/N



Are you educated to degree level or equivalent in an ICT related discipline? Y/N

If yes, please detail:

Do you have an ITIL version 3 Foundation certificate?

Y/N

What is your current notice period?

Apply To: Recruitment@westmidlandsmetro.com

Closing Date: **31st December 2018**



Operated by Midland Metro Ltd

Midlands Metro Limited
Job Title: ICT Service Manager Specialist

Post Title	ICT Service Management Specialist
Directorate	West Midlands Metro (MML/MMA/TfWM)
Location	West Midlands Metro Offices, 16 Summer Lane, Birmingham, B19 3SD Midland Metro Limited, Wednesbury Depot, , Potters Lane, Wednesbury, WS10 0AR Midland Metro Alliance, Alpha Tower, Birmingham
Reporting To	ICT Transition and Service Delivery Manager
Direct Reports	Internal and External Specialists, contractors and partner suppliers
Role Purpose	<p>Efficient, timely, innovative and cost-effective delivery of ICT services will be critical to the successful delivery of the Metro Investment programme and the expansion and growth of the operational network.</p> <p>Reporting to the ICT Transition and Service Delivery Manager, assist in the provision and coordination of ICT services within WMM including Midland Metro Limited and the Midland Metro Alliance</p> <p>The job holder will manage the business as usual activities within WMM and ensure that cost effective, high performing, legally compliant ICT solutions are implemented to facilitate best practice in information management and continuous improvement in the experience of working or interfacing with WMM.</p>
Role Accountabilities	<p>Assist in the delivery and implementation of WMM's ICT Strategy that will support and compliment the requirements of the Metro Investment Programme and the MML business plans.</p> <p>Ensuring that ICT services to MML (outsourced to supplied through WMCA) are delivered in line with agreed service quality, service performance and budgetary requirements</p> <p>To assist in the alignment of ICT systems and services in accordance with ITIL best practice guidelines. To assist in ensuring all live systems and services are fit for purpose and fit for use whilst ensuring systems integrity, availability and continual improvement</p> <p>To ensure the business as usual ongoing support of ICT systems within MML, including continual service improvement planning</p> <p>To manage and maintain the ICT portfolio of systems and services</p> <p>To ensure that the ICT Continual Service Improvement Programme (CSIP) delivers an improved ICT service</p>
Key Responsibilities	

	<p>Assist in the organization's effectiveness and efficiency by supporting strategic plans for implementing information technologies</p> <p>Assist in the recommendation, selection and implementation of IT infrastructure and systems in line with the IT strategy to ensure solutions add value to the business</p> <p>Be responsible for developing and overseeing the documentation and maintenance of the organizations technical information (including software and hardware asset management) as well as governance of corporate systems and 'single sources of truth'/information (i.e. service catalogue)</p> <p>Ensure that excellent levels of communication in relation to relevant corporate information management and IT processes are maintained across the organization</p> <p>Assist in the the delivery of Transition, Operational and Continual Service Improvements</p> <p>Assist in the management of ICT policies and procedures, including cyber security policies</p> <p>To assist in project managing the ICT strategy delivery across WMM, providing assurance that the projects are being delivered in accordance with approved processes</p> <p>Assist in the delivery of an ICT Continual Service Improvement Plan.</p> <p>To play a major part in managing improvements to IT Service Management processes and IT systems and services.</p> <p>Assist in the measurement of the performance of all service providers and design improvements to processes, services and infrastructure in order to increase efficiency, effectiveness, and cost effectiveness</p> <p>Be responsible for first line support and service desk management ensuring good working relationships with managed service providers and customers.</p> <p>Build and maintain external relationships where appropriate to secure delivery against organization commitments</p> <p>Proactively manage external IT and IM Managed Service Providers (MSPs) and external consultants</p> <p>To assist in managing ICT contracts and suppliers</p>
<p>Principal Safety Responsibilities</p>	<p>The job holder will ensure that all ICT services are delivered in accordance with WMM, MML and MMA safety policies and safety management systems as appropriate</p> <p>The duty holder may be required to hold MML track safety certification when working on the operational network</p> <p>The duty holder will be subject to random and for cause drugs and alcohol testing when working at Wednesbury or on the operational network in line with MML's published policies.</p>

People Management	The job holder will be responsible for the management of suppliers and contractors
Decision Making Authority	The duty holder will have financial and procurement authority as set out in WMCA's and MML's scheme of delegation

Midlands Metro Limited Person Specification

Tasks	Level of Experience	Desirable or Essential
Competencies	<ul style="list-style-type: none"> • Corporate Governance • Creating and innovating • Delivering results and meeting expectations • Working with people 	Essential Essential Essential Essential
	<ul style="list-style-type: none"> • Complying to corporate procedures • Manages relationships • Manages Pressures and Issues Positively 	Desirable Desirable Desirable
Work Experience	<ul style="list-style-type: none"> • Experience of involvement in IT related projects • Experience of an ICT service delivery environment, monitoring and data analysis • Experience of 1st line support and service desk management / operational environment • Proven customer support experience with a particular emphasis on the use of Incident, Problem and Change Management processes 	Essential Essential Essential Essential
Qualifications	<ul style="list-style-type: none"> • ITIL Foundation Certificate is essential • Qualified to degree level (or equivalent) in an ICT related discipline 	Essential Essential
Managing People	<ul style="list-style-type: none"> • Proven experience of managing suppliers 	Essential
Communication	<ul style="list-style-type: none"> • Excellent communicator in both written and verbal forms 	Essential
Additional Qualities	<ul style="list-style-type: none"> • Accurate and timely approach to tasks • Must be literate, numerate and possess good computer skills • Must demonstrate an ability for attention to detail and accuracy • Exceptional incident and problem solving skills • Experience of Microsoft Office products • Knowledge of software and hardware asset management 	Essential Essential Essential Essential Essential Desirable
Personal Attributes	<ul style="list-style-type: none"> • Be a self-motivator, able to prioritise workload and to work under own initiative and to deadlines 	Essential
Other	<ul style="list-style-type: none"> • There will be a requirement to work outside normal office hours to ensure West Midlands Metro ICT systems and services are delivered. • There will be a requirement to ensure that support is provided between 08:00 – 17:00 Monday to Friday bank holidays. • There will be a requirement to work at any organisation sites as required 	Essential