**Job Capsule Supplementary Information: End User Compute Supervisor**

**This supplementary information for the End User Compute Supervisor is for guidance and must be used in conjunction with the Job Capsule for Corporate Services.**

**Job Family: Information and Communications Technology Level 4**

**Job Zone: Zone 2**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment.**

**Role purpose**

The role of the End User Compute Supervisor is to take responsibility for the provision of a professional end user computer experience that meets the needs of the entire Council, having a strong customer service ethos. This will include responsibility for the provision of the Citrix desktop virtualisation service and associated application packaging, the SCCM systems management service, preparation and build of end point image and Active Directory management.

**Example outcomes or objectives that this role will deliver**

* To be responsible for the day-to-day resource planning and work allocation of the end user compute function, to meet agreed service levels.
* In conjunction with the Service Centre Supervisor, to be responsible for the management functions ensuring that account is taken of agreed levels of service.
* Provide cover along with the service centre manager to ensure that there is management visibility across the User Experience strand.
* To supervise the provision of an efficient and effective application packaging and distribution service; ensuring information, applications and services are maintained in line with the agreed policies, procedures and processes; tested regularly and fully documented.
* To be the subject matter expert on remote access to the Council’s information, applications and services using Citrix and associated technologies and a variety of end-user device
* To maintain an efficient and effective remote access service, ensuring information, applications and services are maintained in line with the agreed policies, procedures and processes, tested regularly and fully documented.
* To manage on a day-to-day basis the contract with the third party suppliers providing remote access services, monitoring and support escalation service; ensuring make optimal use of their services
* To be responsible for administration of the System Centre Configuration Management function.
* To lead/ allocate resource in technical teams to projects and also assist with the organisations IT transformation.
* To be responsible for the development, build and maintenance of endpoint images.
* Maintain the configuration management system, documenting details of all hardware/software items that have been installed, removed or changed so that configuration management records are fully updated and accurate.

**People management responsibilities**

* Line manage IT Engineers

**Relationships**

* This post reports to the User Experience and Support Manager.

**Work environment**

* The post-holder will be required to work in an ‘agile’ way in line with Camden’s move to a paperless and flexible work environment.

**Technical knowledge and experience**

* BSc in relevant discipline, or equivalent industry experience.
* Expert in understanding the IT/ IS infrastructure, operating systems, configurations and the IT applications and service processes used within the organisation.
* Extensive knowledge of the management of remote access services and the ability to apply this knowledge in a practical environment to deliver high performance, reliable and secure services.
* Proficient in the use of tools or systems which provides access security control (i.e. prevents unauthorised access to systems).
* Proficient in the use and application of incident management tools
* Proficient in methods and techniques for risk management, business impact analysis, countermeasures and contingency arrangements relating to the serious disruption of IT services.
* Familiar with corporate, industry and professional standards, policies, regulations, compliance and codes of conduct associated with the role.

**Camden Way Five Ways of Working**

In order to continue delivering for the people of Camden in the face of ever-increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

* Deliver for the people of Camden
* Work as one team
* Take pride in getting it right
* Find better ways
* Take personal responsibility

For further information on the Camden Way please visit: <https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1>