

(Tier 5)

Tier 5/ Problem & Major Incident Officer, Scale L

Directorate: Service area:	Resources Directorate – Enabling Services – ICT & Digital
Accountable to:	Team Lead – Operations Manager
Accountable for:	N/A
Politically restricted post	TBC
Delivery teams:	N/A

Context

You will play an active role as part of our ICT service team working in partnership with our commissioning teams to design and deliver customer focussed services that meet our delivery capabilities.

You will support the Service Manager and other Delivery Team Leaders in achieving our organisational vision and outcomes.

You will work collaboratively with your team to meet the outcomes of the service delivery plan. You will develop and maintain good working relationships with our range of key stakeholders including statutory partners, service providers, voluntary section and customers upon contact.

Specific role assignment

Delivery responsibilities	ICT Problem Management ITIL Problem management best practices Problem Compliance
Key business measures	TBC
Statutory responsibilities (if applicable)	Not applicable.
Specific experience	The ability to manage the varied ICT Major Incidents and problem records and to ensure process meets agreed standards Experience of providing information and advice including the ability to communicate information with varied audiences. Experience of contributing to the development of policies and procedures.

(Tier 5)

Specific qualifications/and registration	Not applicable
Budget responsibility	Not applicable
FTE responsibility (line management)	Not applicable
Key stakeholder relationships	CAB Attendees Communications Team Business Managers Problem & Major Incident Officer ICT Management

(Tier 5)

WCC values and behaviours

The post holder must be able to demonstrate that they role model the WCC values and behaviours.

Our Values – The Warwickshire DNA



Our Behaviours



Strategy... the direction we will take to achieve our outcomes



Plan... what we will do to achieve the strategy



Commissioning... the process of how we will plan, purchase and monitor our services



Strategic Commissioning... the process for understanding, planning and delivering services to achieve the best outcomes



Operational Commissioning... the process for meeting need at an individual level or to a specific group



Delivery... providing services to our customers

