JOB DESCRIPTION & PERSON SPECIFICATION

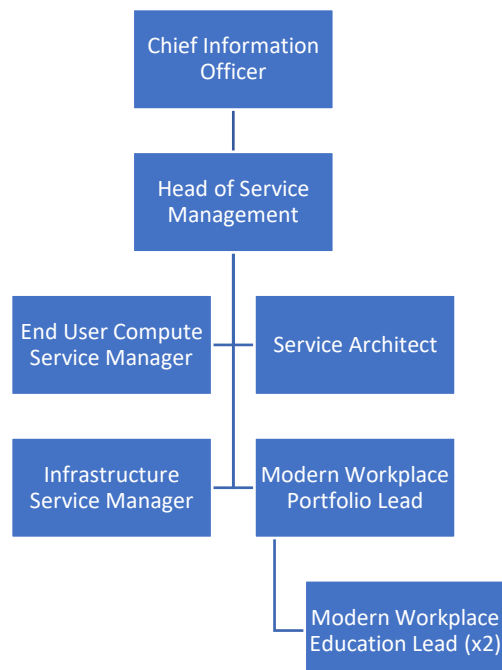|	
Director Area: Resources	**Job Ref Number:** 04087
Service Area: IT	**Grade:** G11

Job Title: End User Compute Service Manager

PURPOSE OF JOB:

The End User Compute Service Manager is responsible for ensuring the effective delivery, governance, and continuous improvement of end-user computing services across Lincolnshire County Council (LCC). The role ensures seamless IT experiences for staff and stakeholders by embedding ITIL 4 service management practices, Agile methodologies, and ITSM frameworks, while also assuring outsourced IT services and vendor performance.

Operating at SFIA Level 4, this role involves technical service management, operational support, problem-solving, and user engagement to drive service excellence. The postholder will ensure that all end-user compute services comply with LCC's strategic objectives, digital transformation ambitions, and best practice governance frameworks, including GDAD and NIST CSF 2.0 Level 5. This role will work closely with IT service providers, ensuring effective governance, compliance, and security while maintaining alignment with LCC's digital roadmap.

TEAM STRUCTURE:

MAIN DUTIES:	
1	End-User Computing Strategy & Governance • Ensure that end-user compute services align with GDAD framework, GDS Service Manual, and PDCF project governance. • Maintain compliance with NIST CSF 2.0 Maturity Level 5, embedding cyber resilience and security best practices into service delivery.
2	ITIL 4 Service Management Implementation • Ensure incident, problem, change, and request fulfilment processes follow ITIL 4 best practices. • Drive the implementation of service improvement initiatives, ensuring continuous enhancement of end-user services.
3	User Support and Issue Resolution • Act as an escalation point for complex end-user issues, ensuring minimal disruption and efficient resolution. • Enhance first-time resolution rates through automation, AI-driven support, and digital self-service models.
4	Strategic Vendor & Outsourced Partner Management • Assure outsourced IT providers against the LCC outsourcing contract, ensuring SLAs and KPIs are met. • Act as the primary liaison between LCC, managed service providers, and external partners.

5	Modern Workplace Technology & Integration
	
	• Oversee and enhance end-user services related to:
	    ○ Microsoft Fabric & Power Platform integration.
	    ○ ESRI ArcGIS GIS services.
	    ○ Cybersecurity tools, including Microsoft Defender and Tenable.
	• Ensure alignment with LCC's cloud-first, data-driven approach.

6	Incident & Problem Management • Oversee incident response and root-cause analysis, ensuring preventative measures are in place. • Develop a robust major incident management process in collaboration with service providers.
7	Agile & Product-Based Service Delivery • Support the Council's shift to an agile, product-based service model, embedding iterative improvements into end-user services.

	• Work with business product owners and service teams to align services with user needs and organisational outcomes.
8	End-User Training & Digital Enablement • Improve IT literacy across LCC by developing self-service portals, knowledge bases, and digital skills training. • Proactively identify and address gaps in end-user training and technology adoption.
9	Performance Monitoring & Data-Driven Decision Making • Ensure service performance is continuously monitored and optimised using Power BI dashboards and analytics. • Provide regular reports and insights to senior leaders, demonstrating service performance and areas for improvement.
10	Security, Compliance, & NIST CSF 2.0 Maturity • Ensure compliance with zero-trust security models, protecting end-user devices, identity management, and endpoint security. • Support LCC's commitment to NIST CSF 2.0 Level 5, ensuring proactive threat detection and risk mitigation.
11	IT Asset & Lifecycle Management • Oversee the lifecycle management of end-user devices, ensuring cost-effective procurement, maintenance, and disposal. • Ensure sustainable technology practices and cost-effective asset management.
12	Continuous Improvement & Innovation • Drive continuous service enhancement by leveraging automation, AI-driven support, and predictive analytics. • Identify opportunities to consolidate and integrate line-of-business applications for a more efficient IT estate.

PERSON SPECIFICATION

Requirements	Where identified*	Essential	Desirable
Qualifications: Bachelor's degree in Information Technology, Computer Science, or a related field.	A	Y	
Experience: Proven experience in IT service management, preferably within a local government or public sector environment.	A	Y	
ITIL Certification: ITIL Foundation certification is required, with higher-level ITIL certifications preferred.	A	Y	
SFIA Level 4 Competency: Demonstrated ability to operate at SFIA Level 4, with expertise in service management, system integration, and technical support.	A	Y	
Vendor Management: Experience managing outsourced vendors and ensuring adherence to SLAs.	I	Y	
Problem-solving Skills: Strong analytical and problem-solving skills, with the ability to identify root causes and implement effective solutions.	I	Y	
Communication Skills: Excellent verbal and written communication skills, with the ability to interact effectively with users and stakeholders at all levels.	I	Y	
User-focused Approach: A strong commitment to user satisfaction and continuous improvement.	A	Y	
Technical Knowledge: Familiarity with Microsoft Fabric and Microsoft Power Platform technologies is desirable.	I	Y	

*A = Application form   T = Test/Assessment   I = Interview   P = Presentation

GENERAL

The postholder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self–service to achieve maximum cost effectiveness.

The postholder is expected to work to the Lincolnshire County Council Core Values and Behaviours and to carry out the duties in accordance with Lincolnshire County Council policies.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Safeguarding -. All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Lincolnshire County Council Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.