Job description

Job title: **Technical services manager**

Team: **Technical services team**

Responsible to: **Executive Director**

Responsible for: **Technical services staff**

Location: **Based at the offices of the company, and any other location required in order to perform the duties and responsibilities.**

Job purpose summary

This role is responsible for the provision of installation, support, quality control and testing services for customers; the technical specification, development, enhancement, defect-fixing and quality control of Clearview's software applications; the provision, management and monitoring of Clearview's hardware and software infrastructure, whilst also providing management, support and guidance to all other members of the technical services team.

Job duties and responsibilities

1. To ensure the provision of telephone and email support to external and internal customers, including delivering support services and providing occasional onsite visits for support and services when necessary.
2. To ensure the provision of a software development service to the business, including the provision of technical specifications when appropriate, and the design, development and enhancement of quality web-based software using appropriate technologies. To ensure investigation and diagnosis of faults or requirements to either:
    - log and document the issues as a software defect;
    - log and document the issues as a software enhancement request; or
    - resolve the problem and implement the solution for the customer.
3. To ensure the provision of, and deliver, installation and upgrade services for Clearview software both locally and remotely at customer sites.
4. To maintain an up-to-date knowledge and understanding of all Clearview software functionality.
5. Ensure support calls are responded to within published timescales.
6. Ensure the production of internal and external software documentation as necessary, for example, software installation instructions, technical requirements etc.
7. To ensure appropriate testing and quality control is carried out for Clearview software.
8. To schedule, plan and project manage development and implementation projects, ensuring timely, within budget, fit-for-purpose delivery of software and services.
9. To liaise with the consultancy team and technical support staff to understand customer and product requirements, ensuring any software and service requirements are well-defined and well-understood prior to delivery.
10. To provide support, guidance and advice to other members of staff as and when necessary.

11. To ensure the software and services delivered by the technical services team are to a high quality, with minimal defects, and software is developed in line with the current Clearview development methodology.
12. To pro-actively develop, manage, and ensure compliance with, development, implementation and support procedures including the Clearview development methodology
13. To investigate, evaluate and recommend appropriate tools, components, techniques and technologies that will enhance and further develop Clearview's product offerings.
14. To keep abreast of software development tools and techniques.
15. To provide, manage and monitor appropriate technical services for the provision of Clearview's hardware and software infrastructure including retention of Microsoft Partner Network membership, and liaising with Clearview's external technical service providers (IT support, broadband etc.) as necessary to ensure agreed levels of service are delivered.

Staff duties and responsibilities

16. Playing an active part in the recruitment and selection of all direct-reporting staff.
17. Monitoring and assessing the performance of all direct-reporting staff through annual appraisals, appraisal reviews and regular one-to-one meetings, against mutually agreed targets.
18. Ensuring the personal development plans, and training needs, of direct-reporting staff are met.
19. Managing the workload of all direct-reporting staff to achieve business priorities.
20. Managing all direct-reporting staff in accordance with, and ensuring compliance with, **all** company policies and procedures, for example absence management, working-time management, lone-worker procedures etc.
21. To provide training, advice and guidance to the technical services team.

General duties and responsibilities

22. Be aware of, and undertake to comply with, the company's policies and procedures as published on the company intranet.
23. Take reasonable care for the health and safety of yourself and any others who may be affected by your actions or omissions.
24. Undertake such training and personal development as is deemed necessary and appropriate to the role.
25. Develop a knowledge and understanding of the work of colleagues to ensure flexibility and maximum effectiveness.
26. Ensure that processes related to all ISO Management System(s) are followed.
27. Report to the management representative(s) on the performance of the ISO Management System(s) and any potential improvements.
28. Ensure that you consider the ISO Management System(s) in relation to customer requirements at all times.
29. Liaise with the relevant management representative(s) on all matters related to the certification and auditing processes.

Role management

A degree of autonomy is required. The post holder must be able to manage their own time appropriately to achieve their goals and deliver an excellent level of support to the organisation, in a

timely and efficient manner. They must also be able to access and report accurately progress and related issues.

The company reserves the right to vary the duties and responsibilities of staff, thus it must be appreciated that the above duties may be altered as the future changing needs of the service may demand.

Person specification

Specific job skills, abilities and experience

Essential
- At least 3 A-levels or equivalent educational qualifications
- At least three years' experience of Microsoft SQL server
- A knowledge of database architecture and design
- At least 5 years' experience of a technology work environment
- Previous experience of holding a prominent position within a technology team.
- An interest in continually developing appropriate skill sets.

Desirable
- A degree or equivalent qualification
- At least five years' experience of a relational database technology
- Experience of Microsoft SQL Reporting Services
- Experience of Microsoft Integration Services
- Previous software development experience using the Microsoft.NET framework

Other IT skills, abilities and experience

Essential
- Microsoft Excel experience
- Microsoft Word experience
- Microsoft Outlook experience

Desirable
- Microsoft PowerPoint experience
- Microsoft Visio experience
- Microsoft SharePoint

Disposition, attitude and motivation

Essential
- Confident
- Motivated to learn and develop
- Excellent verbal communication skills
- Excellent interpersonal skills

- Ability to prioritise a workload, under pressure, within internally and externally imposed deadlines
- Excellent problem solving skills
- Excellent analytical skills
- The ability to pay close attention to detail
- Ability to work unsupervised and to demonstrate initiative
- Self – motivated
- Excellent written communication skills
- Good time management
- Ability to prioritise a workload, under pressure, within internally and externally imposed deadlines
- Comfortable working and liaising with senior managers and executives
- An ability to deliver quality services and systems
- Good team worker

Management and leadership ability

Essential
- Proven ability to manage and lead staff.