

IT Technical Lead



Within the **IT Service** team.

SALARY

Up to £38,000

RESPONSIBLE FOR

IT Technicians

RESPONSIBLE TO

IT Service Manager

CORE PURPOSE

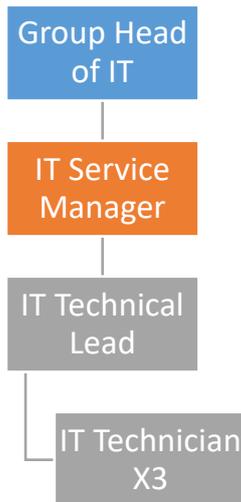
To deliver high quality IT services to Stockport Homes Group users

The IT Technical Lead will contribute to delivery of the Stockport Homes Group IT Strategy through effective development and delivery of a proactive IT support service to all SHG users.

Working closely with suppliers, colleagues and the user community the IT Technical Lead will help plan and deliver the day to day IT operational service requirements to users so that SHG staff have access to IT appropriate solutions that meet their needs.

The role holder will be the subject matter expert on key IT technologies used across the SHG group and will assist in the design of future IT strategies. This will require appropriate research and development into effective solutions that need current and future needs

The IT Technical Lead will help shape the delivery of support and training to Stockport Homes Group users.



PENSION

Access to a Social Housing Pension Scheme (SHPS).



GENEROUS ANNUAL LEAVE ENTITLEMENT

25 days, increasing to 30 days after 5 years' service



HEALTH CASH PLAN

Claim back a proportion of your everyday healthcare and medical expenses



RETAIL DISCOUNTS

Access to a wide range of discounts to provide savings on food and shopping



FLEXIBLE WORKING

Flexible working arrangements ensure you can achieve a healthy work life balance



WORK PATTERN

Full Time | 37 hours

RESPONSIBILITIES: *The IT Technical Lead will...*

- ✓ Manage the IT Technicians to deliver excellent IT services
- ✓ Be responsible for effective supplier and user relationships, challenging when required to ensure the right outcome is achieved
- ✓ Ensure optimum deployment and use of all IT end user equipment
- ✓ Research and evaluate practical solutions to meet operational needs
- ✓ Occasionally deputise for the IT Service Manager or other management activities
- ✓ Contribute to the delivery of the IT Strategy through innovative service delivery options, excellent resource management and business partnering
- ✓ Keep abreast of technology developments that can be effectively used within the service and support their usage
- ✓ Support projects/solutions into the delivery phase
- ✓ Keep users regularly updated about planned maintenance or issues

STRENGTHS: *The IT Technical Lead will deliver key responsibilities by...*

- ✓ Prioritising and keeping focus
- ✓ Being the expert on IT deployed technologies
- ✓ Taking ownership and responsibility
- ✓ Fixing problems and striving for excellence
- ✓ Empowering others and ensuring suppliers deliver
- ✓ Having strong organisation and prioritisation skills
- ✓ Maintaining high standards
- ✓ Building rapport with colleagues
- ✓ Giving people confidence
- ✓ Analysing, evaluating and delivering services
- ✓ Ensuring things happen when they need to

REQUIREMENTS: *The IT Technical Lead must have...*

- ✓ Have a highly developed ability to understand customer and business requirements and translate these into technical and functional requirements
- ✓ A good understanding of IT infrastructure including networking
- ✓ Good knowledge of Microsoft 365
- ✓ The ability to identify and evaluate technical options to meet needs
- ✓ Good analytical skills to identify and procure solutions from potential suppliers
- ✓ Excellent planning skills
- ✓ Excellent skills to support end users with guidance on how to use technology and applications
- ✓ Excellent organisation skills, to maintain accurate asset management details ensuring optimum use across the Group
- ✓ Excellent presentation, written and verbal communication skills
- ✓ Great customer service skills
- ✓ Strong interpersonal skills and credibility to build and maintain relationships with Managers and stakeholders

VALUES: *The IT Technical Lead will role model core values...*

Ambition

We have the ambition & courage to challenge; translating this into commercial success & brilliant outcomes for customers

Social Responsibility

We always try to do the right thing; using our role as a service provider, employer & buyer to generate trust, build our communities & empower our people

Passion

We have a passion for what we do; with positive, motivated & enthusiastic staff who enjoy their work

Innovation

We are innovative in everything we do; with the agility, creativity & edge to keep defying expectations & delivering fresh & exciting things

Respect

We treat each other with respect; supporting & inspiring one another & collaborating across teams & partnerships

Excellence

We continually improve how we work; challenging the status quo, learning from what goes well & always being professional

