



Working with us:

End User Support Manager

Job Pack – October 2023



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A note from our CEO, Derek Mitchell

“Thank you for your interest in joining the Citizens Advice Scotland team. Our employees play a critical role in helping to make society fairer, and in supporting our network of Citizens Advice Bureaux across Scotland.

We hope this pack will give you the information you need to decide if a role with us is right for you. We rely on each member of the team to bring their own unique skills, experience, views and commitment to our goals – it’s that combination which makes our organisation what it is.

The Citizens Advice network in Scotland provides much-needed advice and information to people of all walks of life, on a huge range of issues. We give a piece of advice every 19 seconds – face to face, online and by phone. The services we and our members provide make a difference in communities across Scotland and the rest of Great Britain, ensuring people are aware of their rights. It’s a powerful thing to be part of.

We look forward to hearing from you if you decide to apply, and to learning more about what you can bring to this role, and to the team.”



Derek Mitchell, CEO
Citizens Advice Scotland



About Citizens Advice Scotland

The Citizens Advice network in Scotland is the largest independent advice service in the country. Citizens Advice Scotland is a charity within this network – we act as a national organisation supporting and representing the service as a whole and the interests of citizens.

At the heart of the network there are 59 individual citizens advice bureau organisations across Scotland, all operating as independent charities in their own right, and generally focusing on providing support directly to clients. Each of these organisations is a member of Citizens Advice Scotland. Also providing significant added value are the national elements of the service run out of Citizens Advice Scotland, such as the Extra Help Unit.

We believe that every citizen should have access to free, impartial and confidential advice that helps them make informed decisions, whenever they need it and however they choose to access it. Whether that's face-to-face, over the phone or online, people know that wherever they see the familiar blue and yellow of our brand, they are guaranteed the same high quality of free, impartial and confidential advice.

Citizens Advice Scotland is committed to promoting diversity and inclusion. We offer a range of family friendly, inclusive employment policies and flexible working arrangements to support all our staff. We are also committed to equality of opportunity for all and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.

Find out more at www.cas.org.uk.

Employee Benefits

Our people are our greatest strength and make Citizens Advice Scotland a great place to work. We place our people at the forefront of everything we do, and we offer a wide range of benefits to show how much we value everyone who works for us.

Work-life balance



- > **35 hour full time working week**
- > **Flexible working opportunities for everyone**
- > **Flexitime system**
- > **Blended/Hybrid Working**
- > **Generous leave:** 30 days annual leave + 10 days public holiday

Health and wellbeing



- > **Occupational Sick Pay:** up to 6 months full pay and 6 months half pay dependant on length of service
- > **Life Assurance Scheme:** financial security and reassurance for employees and their families.
- > **My Gym Discounts:** join gyms, health clubs, leisure centres, yoga studios, boot camps and outdoor activities at a discounted rate.
- > **Annual On-site Employee Health Checks**
- > **Employee Counselling Service**

Financial benefits



- > **Pension scheme:** save for your future with an 8% employer and 4% employee contribution.
- > **Capital Credit Union:** access ethical financial services with a credit union membership.
- > **Independent Financial Advice**
- > **Access to Employee Benefits/Discounts:** including special offers, discounts and deals from over 200 suppliers

Other benefits



- > **Generous Maternity, Adoption and Paternity Pay**
- > **Enhanced occupational Sick Pay**
- > **Family Friendly Policies and Support**
- > **Season ticket loans:** take out an interest-free season ticket loan to save on travelling to and from work
- > **Salary sacrifice schemes:** Various schemes including Cycle to Work and Home Technology schemes.
- > **Paid time off to volunteer**
- > **Learning and Developing Opportunities for all**

About the role

- > **Job title:** End User Support Manager
- > **Location:** Edinburgh/Glasgow office with options for blended working
- > **Hours per week:** 35
- > **Type of contract:** Permanent
- > **Job Level and Salary scale:** (Level 5) £33,075- £40,426 per annum*, commensurate with experience

*The successful candidate's salary will be determined in line with their skills and experience. New employees are normally appointed at the lower end of the salary scale and potential candidates should not expect to be appointed above the midpoint of the salary scale.

- > **Closing date:** 22 October 2023
- > **Interviews:** w/c 30 October 2023

About the job

The End User Support Manager is the lead technical resource for all services related to end users and devices. Working across CAS and the CAB network they will provide a high degree of technical expertise enabling delivery of all end user services to CAS colleagues and the Citizens Advice network in Scotland, ensuring all users receive the best possible support. The role has responsibility for the provisioning of all end user devices and technology across the estate.

The End User Support Manager will utilise their extensive technical experience to ensure that CAS and CAB users have the appropriate technology resources to fulfil their roles and that all end user technology is kept up to date. The post holder will work closely with the IT Infrastructure Manager and Applications Manager throughout the delivery of major and minor projects ensuring that implications for end users and the end user support team are fully represented.

The post holder will combine a high degree of technical knowledge with the soft skills that will allow them to mentor and develop the end user support team, ensuring they have the skills and knowledge to make an essential contribution to the organisation. While this post has management responsibilities for the end user support team the role is primarily the key technical specialist who will deliver a best-in-class end user experience for colleagues across CAS and the network.

This role offers you the opportunity to work at the heart of supporting Scotland's largest independent advice network and to make an invaluable contribution to citizen's lives.

How to apply

To apply for this role, please send completed copies of the **Personal Details Form**, along with your current **CV** to: recruitment@cas.org.uk

In addition, we ask you to provide a **written statement** with examples which demonstrate how you meet the requirements of the post, as set out in the job description and person specification.

Equality & diversity monitoring

To help Citizens Advice Scotland monitor equality and diversity statistics please return the Equality & Diversity Monitoring Form **separate** from your other application documents by emailing it to: equalitymonitoring@cas.org.uk



Job description

- > **Position:** End User Support Manager
- > **Responsible to:** Head of Technology and Digital
- > **Line manager responsibility:** Yes
- > **Budget responsibility:** Yes

Key responsibilities

- > As the organisational expert for all things related to end users and their devices you will have accountability for all projects, processes and technology in this area.
- > You will provide the technical expertise to resolve all end user support issues, providing guidance, training, and support to helpdesk staff providing the highest levels of customer service and technical expertise to CAS and the CAB network.
- > You can apply the required breadth and depth of technical knowledge to oversee the day-to-day operations of the service desk, including ticket resolution, management, prioritisation and be the point ultimate escalation for all issues arising. meet defined service level agreements (SLAs).
- > Be responsible for asset management of all end user devices in line with IT budget, i.e., procurement of end user devices, responsible disposal of devices, updating the asset register accordingly.
- > As the technical expert for the deployment and ongoing management of all end user devices, you will update devices, proactively resolve issues, and decommission hardware as required.
- > Responsible for developing a roadmap for all end user products (devices, peripherals, meeting room AV tech etc), including proactively managing planned updates and new features from product vendors.
- > Create, maintain and update internal and end user related documentation, ensuring this is published for the benefit of end users.
- > Ensure Cyber Security is the key consideration for all proposed projects and improvements.
- > Work with colleagues across the Technology and Digital department, specifically the IT Infrastructure manager, Cyber Lead and Applications Manager to champion the end users, ensuring all projects deliver the desired outcomes.
- > Ensure all devices remain up to date with latest software and OS versions and be responsible for vulnerability management and remediation on end user devices.
- > Lead technology fit outs for new offices.
- > Provide the Head of Technology & Digital with regular status reports on helpdesk trends and team performance.
- > Ensure suppliers provide best value.

Accountability and Decision Making

- > Responsible for delivery of all end user support objectives.
- > Technical subject matter expert for end user devices and services.
- > Responsibility for specifying and recommending solutions.
- > Expected to proactively identify areas for improvement across end user devices and services.

Problem solving and Complexity

- > Able to solve all technical issues arising by utilising existing knowledge and experience.
- > Problems faced by the jobholder will be around how to effectively support users across the CAB network in an equitable manner when faced by conflicting priorities.
- > Problems faced may not have been faced previously, although many will be similar.

The above job description is not exhaustive and is clarified to include broad duties inherent in the post.

Person specification

Knowledge, skills and experience

Essential Qualifications

- > A degree or equivalent qualification in a relevant subject area or significant demonstrable experience.

Desirable Qualifications

- > Any relevant IT certification.

Essential Experience

- > In-depth and extensive hands-on experience of administering a diverse estate of end user devices on a large scale (2000 plus devices) across multiple sites and organisations.
- > Extensive experience of deploying MS365 technologies to end users in complex environments.
- > Wide experience of end user computing solutions with the ability to resolve all issues in an autonomous manner.
- > Managing user and computer accounts in Active Directory and Azure AD in a complex multi domain environment.
- > A strong understanding of Group policy in relation to users and end user devices.
- > Migration of end user devices to MS365 solutions.
- > MS365 administration for users and devices.
- > Strong knowledge of networking technologies.
- > Cyber security skills including patch management and configuration controls.
- > End user device deployment, specifically, Intune and Auto Pilot.
- > Well-developed fault finding and troubleshooting skills across all types of hardware and software.
- > In-depth knowledge of the MS365 product suite. You will have the ability to champion the use of these technologies across our user base.
- > Identify, recommend, and implement areas for improvement including the automation of processes.

Desirable Experience

- > Experience of leading a helpdesk function.
- > Experience of managing, developing, and coaching technical staff. Ensuring they have the skills to be successful to succeed in their respective roles.
- > Experience of working for a managed services provider.
- > Project management.
- > Basic Telephony troubleshooting skills.
- > Licensing experience.

- > Audio Visual Installation

Personal Skills

- > Excellent communication skills.
- > Ability to effectively prioritise.
- > Confidence when dealing with technical and complex problems.

Additional Requirements

- > Occasional requirement to travel within Scotland.
- > Occasional requirement to work out with normal office hours.

www.cas.org.uk



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