

Manager, End User Computing

Role Description:

This role is responsible and accountable for all IT End User Computing (EUC) activities and facilities – ensuring optimal and cost-effective IT tools and education are provided to promote business productivity.

Responsible for ensuring that the End User Computing team and associated 3rd parties are meeting and exceeding the expectations in regards to performance against SLA's and KPI's.

Responsible for continuous review of the EUC service offerings, seeking to improve and increase user satisfaction and deliver an excellent user experience. Management of the EUC hardware and software estate, ensuring compliance, governance, version control, and clarity of purpose and use.

RUI:	924	Grade:	CUK07	DBS check	Yes
Directorate:	Carnival UK Shared Services	Reports to:	Senior Manager, Technology Operations		
Function:	Carnival UK Technology	Team:	Technology Infrastructure & Operations – Technology Operations		
Direct reports :	Job Titles & Level <ul style="list-style-type: none"> • Lead Specialist, End User Computing – CUK Level 10 • Specialist, End User Computing – CUK Level 11 				

Accountabilities:

- Be part of the Technology Infrastructure & Operations management Team, providing EUC-specific expertise, effective leadership and driving continual improvement to achieve and exceed both KPI and goals
- Define, develop and maintain EUC Services and capabilities in conjunction and alignment with the other Technology Services functions.
- Lead the EUC team creating vision, setting and communicating direction and bringing clarity to ensure they are equipped to deliver and develop
- Managing resource allocation and utilisation to relevant projects and BAU support activities
- Ensure technical/functional requirements are detailed sufficiently at the appropriate stage of the development cycle, provide estimates to Project Managers and communicate progress as a supplier to the Technology change portfolio. Participate in the weekly Project Assurance Group (PAG).
- Work with Solution Architects with the interpretation and clarification of user requirements into feasible options, participating in solutions designs, documenting and presenting these solutions and the weekly Technical Design Authority (TDA) meetings where required
- Own the communication into and out of the EUC Team.
- Build and maintain effective relationships with stakeholders across Carnival UK (CUK), particularly with service and data owners
- Proactively manage vendors, working closely with IT Procurement partner in CUK, participate in vendor, product evaluation and selection for technologies
- Support Service Delivery Management (SDM) in definition and maintenance of Service Level Agreements for supported services
- Work closely with SDM be involved in the approval and acceptance of both Service Definition and Service Transition documents
- Accountable for planning and managing the maintenance and patching of existing services to agreed levels
- Responsible for ensuring open incidents and requests are addressed according to SLA.
- Ensure high quality service delivery to existing customers and users
- Ensure current service state (e.g. DR capability, resilience and capacity) is understood by the service owners and key stakeholders
- Ensure capacity management is in place for key services
- Ensure documentation is up to date, accessible, easy to use, reduces single point of failures within the team, and make the team more efficient

- On Call Escalations Manager, member of the ERO Team representing CUK Technology Operations.

Health, Environment, Safety, Security (HESS) Responsibilities:

- Lead by example by taking care of the health and safety of yourself and others.
- Report all accidents, 'near miss' incidents and work related ill health conditions to your manager, team leader.
- Follow safety rules and procedures.
- Use work equipment, personal protective equipment, substances, and safety devices correctly.
- Take part in safety training & risk assessments and suggest ways of reducing risks.
- Actively promote safe working within your team and encourage safe behaviours.
- Demonstrate safety leadership in accordance with our safety leadership behaviours.

General Responsibilities:

- Adhere to Corporate Policies and Procedures, including Code of Conduct, Audit Procedures and any control related responsibility for financial data entered, stored, or reported via business systems within employee's control (list not exhaustive).

Scope:

Problem solving:

- The EUC Manager will typically be involved in resolving problems that span multiple disciplines within a support function, including 3rd parties, facing into a business where the problem may be impacting external customers who may be shore and/or ship based. The process is essentially a facilitative one involving multiple people across different disciplines and locations.
- The ability to translate the impact of a technical issue onto a business service will be key to assessing the priority and focus for resolution. Understanding and addressing the root causes of problems is a key part of the role.

Impact:

- The EUC Manager has a pivotal role in positively impacting the end user experience across CUK
- By managing effective relationships and collaborating with a broad set of stakeholders across Carnival UK this role will influence the success of the service provided by the CUK Technology function
- As a manager within the Technology department positively impact a high performing continuous improvement culture across the entire team role modelling behaviors and actions that support this
- As a team manager be responsible for the performance and development of a EUC team and ensure standards are set and maintained

Leadership:

- As a member of the Technology Infrastructure and Operations management team support and lead the team to adopt a customer service, delivery and continuous improvement ethos
- Through directing the priorities of the EUC team ensure these are aligned to the needs of the business
- Lead through effectively engaging and communicating with key stakeholders across the whole Technology function and relevant areas of the wider Carnival UK team

Demonstrable Behaviours:

- Guest and customer centric approach, passionate about enhancing the service being offered across the team
- Adaptive leadership style that creates an inclusive and engaging environment
- Natural collaborator, energetic and enthusiastic about cross functional delivery
- Strong communicator in all its forms across all levels of the organisation
- Influencer that is able to motivate people to adopt effective working practices
- Focussed on prioritising the right things and planning to ensure success
- Decisive, 'can do' attitude whilst maintaining a clear focus on problem solving and seeing action through to delivery
- Innovator who can develop new ideas and ways to improve the service we offer

Knowledge, Experience and Qualifications::

Qualifications – essential:

- ITIL Qualified
- Microsoft Windows related qualifications

Knowledge/ Experience – essential:

- Expertise in ITIL processes and industry best practice in service request and fulfilment
- Expertise in End User Computing technologies including, but not limited to, Microsoft SCCM, Windows, Office, Outlook, email, browsers, networking, file sharing.
- Proven success managing high performing teams
- Leadership role in a continuous improvement evolving the hardware and software and processes
- Leadership role in an organisation that relies on 3rd parties and 3rd party delivered services
- Excellent leadership and people management experience
- Used to working under pressure and meeting deadlines

Qualifications – desirable:

- Degree or High Education in relevant subject

Knowledge/Experience – desirable:

- Experience of managing a team of direct reports and developing individuals.
- Experience of working on projects and managing budgets
- Experience of supporting a large organization and Senior Executive Teams.

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REWARD ONLY	Grade: CUK Level 7	RUI: 924	Date Approved:	Initials: