Role Profile

Fife Council

BTS LEAD OFFICER - TECHNICAL AND DELIVERY			
Reference No.	G054.01 (7)	Type	Generic
Service	Business Technology Solutions		
Job Family	Professional 3	Grade	FC9

Purpose

The operation and control of a functional area within the IT infrastructure (people, hardware, software, data stored on various media, and all equipment within wide and local area networks) required to deliver and support IT services and products to meet the needs of a business. Includes

- preparation for new or changed services
- operation of the change process
- the maintenance of regulatory legal and professional standards
- the management of assets
- the building and management of systems and components in virtualised computing environments
- the monitoring of performance of systems and services in relation to their contribution to business performance, their security and their sustainability.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
IT Management level 5 Takes responsibility for the design, procurement, installation, upgrading, operation, control, maintenance (including storage and communication of data, voice, text, audio and images) and effective use of IT infrastructure components and monitors their performance. Provides technical management of an IT operation, ensuring that agreed service levels are met and all relevant procedures are	Comprehensive knowledge of the running of an IT Infrastructure or operational function	✓	
	Experience of managing agreed service levels	✓	
	Knowledge of operational procedures such as ITIL and COBIT	✓	

E = Essential Criteria D = Desirable Criteria

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adhered to.	ITIL qualification		✓
Schedules and supervises all maintenance and installation work. Ensures that operational problems are identified and resolved. Provides appropriate status and other reports to specialists, users and managers.	COBIT Qualification		✓
	Educated to SCQF level 8 which includes HND or SVQ level 4 or equivalent in a relevant subject or equivalent experience	✓	
Ensures that operational procedures and working practices are fit for purpose and current.			
Service Level Management Level 6 Ensures that a catalogue of available services is created and maintained and that service level agreements are complete and cost effective. Ensures that service delivery is monitored effectively and that identified actions to maintain or improve levels of service are implemented. Ensures that operational methods, procedures, facilities and tools are established, reviewed and maintained. Negotiates with relevant parties in respect of disruptions and major amendments to the provision of services. Reviews service delivery to ensure that agreed targets are met and prepares proposals to meet forecast changes in the level or type of service.	Good understanding of asset management and the need to maintain and manage configuration items	✓	
	Ability to monitor performance and review information to make improvements	✓	

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Technical specialism level 6 Provides organisational leadership and guidelines to promote the development and exploitation of specialist knowledge in the organisation.	Organisational skills Experience of preparing information for and working with a wide range of audiences (Focus on customers – See 'How We Work Matters' Framework) Ability to network (Work together) Communication skills	✓ ✓ ✓ ✓	
Innovation Level 5 Actively monitors for, and seeks, opportunities, new methods, trends, capabilities and products to the advancement of the organisation. Clearly articulates, and formally reports potential benefits from both structural and incremental change. Encourages and motivates colleagues to share creative ideas and learn from failures.	Ability to undertake research in a specialised topic (Embrace technology and information)	✓	
Configuration management level 5 Manages configuration items (CIs) and related information. Investigates and implements tools, techniques and processes for managing CIs and verifies that related information is complete, current and accurate.	Comprehensive knowledge of change management Knowledge of IT Services Change management process Understanding of integrations between systems	✓ ✓	

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Change management level 5 Develops implementation plans for complex requests for change. Evaluates risks to the integrity of service environment inherent in proposed implementations (including availability, performance, security and compliance of the business services impacted). Seeks authority for those activities, reviews the effectiveness of change implementation, suggests improvement to organisational procedures governing change management. Leads the assessment, analysis, development, documentation and implementation of changes based on requests for change.	Risk management experience Risk management qualification	✓	✓
Release and deployment level 5 Leads the assessment, analysis, planning and design of upgrade and release, including assessment of risk. Liaises with business and IT partners on upgrade and release scheduling and communication of progress. Conducts post release reviews. Ensures release processes and procedures are applied Schedules and supervises all maintenance and installation work. Ensures that operational problems are identified and resolved. Provides appropriate status and other reports to specialists, users and managers. Ensures that operational procedures and working practices are fit for purpose and current.	Ability to manage conflicting demands Ability to think strategically with experience of translating strategy into deliverable plans (Deliver results) Experience of quality management Experience of analysing problems and determining appropriate and practical solutions	✓ ✓ ✓ ✓	
Availability Management Level 6 Sets policy and develops strategies, plans and processes for the design, monitoring, measurement, maintenance, reporting and continuous improvement of service and component availability, including the development and implementation of new availability techniques and methods.	Understanding of the toolsets available and ability to use the information to manage capacity within the environment	✓	

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Problem management Level 5 Ensures that appropriate action is taken to anticipate, investigate and resolve problems in systems and services. Ensures that such problems are fully documented within the relevant reporting system(s). Enables development of problem solutions. Coordinates the implementation of agreed remedies and preventative measures. Analyses patterns and trends.	Good knowledge and understanding of the security implications within the area of control	✓	
Capacity management Level 6 Develops policy and strategies to ensure all the performance measures of IT services meet the needs of the business and performs to any service requirements or service level agreements which may be in place. Carries out forecasts on capacity over the organisation's planning or budgeting cycle. Ensures that the policies and standards for capacity management are fit for purpose, current and are correctly implemented. Reviews new business proposals and provides specialist advice on capacity and demand issues.	Knowledge of incident handling processes and procedures Knowledge of toolsets utilised to manage the function	✓	✓

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Security administration level 5 Monitors the application and compliance of security administration procedures and reviews information systems for actual or potential breaches in security. Ensures that all identified breaches in security are promptly and thoroughly investigated and that any system changes required to maintain security are implemented. Ensures that security records are accurate and complete and that request for support are dealt with according to set standards and procedures. Contributes to the creation and maintenance of policy, standards, procedures and documentation for security.				
Incident management level 5 Ensures that incidents are handled according to agreed procedures. Investigates escalated incidents to responsible service owners and seeks resolution. Facilitates recovery, following resolution of incidents. Ensures that resolved incidents are properly documented and closed. Analyses causes of incidents, and informs service owners in order to minimise probability of recurrence, and contribute to service improvement. Analyses metrics and reports on performance of incident management process.				

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Methods and tools level 6 Sets direction and leads in the introduction and use of techniques, methodologies and tools, to match overall business requirements (both current and future), ensuring consistency across all user groups.			
Performance management level 6 Manages individuals within change and/or service delivery environments. Allocates management and supervisory responsibilities. Provides coaching and support and delegates responsibilities where possible, in order to achieve corporate objectives. Mentors and influences senior individuals in consideration of their career opportunities and contribution to the organisation. Sets performance objectives, and monitors progress against agreed quality and performance criteria. Initiates, develops and monitors effective performance management processes. Leads on formal processes such as compensation negotiations and disciplinary procedures. Managing and analysing performance levels for the relevant functional area, in relation to • Team performance • The performance of services across the council • Developing and implementing solutions for continuous improvement	Proven staff management of a team	✓	
	Excellent interpersonal skills	✓	
	Ability to manage a multi-functional, and specialist teams	✓	
	Leadership and team building skills	✓	
	Ability to motivate others to perform to the highest standards	✓	
	Evidence of supporting staff development	✓	
	Analytical skills	✓	
	Evidence of driving change in designated area (Take ownership)		✓
	Experience of initiating and managing continuous improvement		✓

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Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:			
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BTS LEAD OFFICER - ACCESS AND MOBILE DEVICES			
Initiates and manages the investigation and development of innovative methods, practices and technology, to the benefit of organisations and the community within the sphere of personal and mobile devices.	Investigative and research skills	✓	
Co-ordinates the identification and assessment of new and emerging hardware and software technologies, products, methods and techniques for personal and mobile devices. Evaluates likely relevance of these for the organisation. Provides regular briefings to staff and management.	Experience of developing and implementing innovative solutions	✓	
Establishes the overall approach to the incorporation of sustainability requirements and factors into the specification, management and design of personal and mobile devices; determines relevant methods and tools to be used to implement major deployment of hardware and software.	Knowledge and experience in large volume deployments of software and hardware across multiple sites	✓	
Plans the installation and testing of new versions of personal device software and operating systems. Investigates and coordinates the resolution of potential and actual service problems.	Planning and coordination skills	✓	

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BTS LEAD OFFICER - SERVERS AND STORAGE			
Develops strategies for managing storage and data based on level of criticality of information, managing compliance with regulatory and security requirements. Drafts and maintains policies and standards for the corporate data management practice and align storage investments and data management policies to meet the business goals based on the information value, classification of data, recovery point and recovery time objectives.	Significant experience in the management of storage and servers environments	✓	
Sets the organisational policy for the management of the IT estate and ensures that policy is reflected using best practice. Develops strategies to ensure future requirements for data centre space can be forecast and fulfilled. Takes overall responsibility for adherence to health & safety regulations and electrical safety policy. Seeks out and ensures use of industry best practice to ensure future plans are aligned to meet corporate sustainability targets.	Experience and knowledge of the options available to cater for data centre storage and server requirements Health and safety knowledge Understanding of the Councils carbon sustainability targets	✓ ✓	 ✓

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BTS LEAD OFFICER - NETWORKS AND COMMUNICATIONS

Creates and maintains overall network plans to support the organisation's business strategy and plans all aspects of the infrastructure necessary to ensure provision of network services to meet such agreements.	Knowledge of the Council business strategy and the impact on the network Infrastructure	✓	
	Knowledge of network strategies and developments within the marketplace	✓	
Drafts and maintains procedures and documentation for network support. Manages the investigation, diagnosis and resolution of network problems. Ensures that all requests for support are dealt with according to set standards and procedures.	Experience of managing a team of network specialists	✓	
Monitors the application and compliance of security administration procedures and reviews information systems for actual or potential breaches in security. Ensures that all identified breaches in security are promptly and thoroughly investigated and that any system changes required to maintain security are implemented. Ensures that security records are accurate and complete and that request for support are dealt with according to set standards and procedures. Contributes to the creation and maintenance of policy, standards, procedures and documentation for security.	Understanding of the security requirements including PSN, FOI and Data protection legislation	✓	
	Security qualification		✓

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BTS LEAD OFFICER - SYSTEMS MANAGEMENT AND PERFORMANCE			
Ensures that appropriate methods and tools for the planning, development, testing, operation, management and maintenance of systems are adopted and used effectively throughout the organisation.	Knowledge of systems management toolsets	✓	
Identifies specific measures and mechanisms by which benefits can be measured, and plans to activate these mechanisms at the required time.	Knowledge of performance management indicators and tools	✓	
BTS LEAD OFFICER - SUPPLIERS, CAPACITY, TRANSITION & CONFIGURATION			
Role requires ability to meet the requirement in at least three of the following areas.			
SFIA Contract management ITCM Level 5 The overall management and control of the operation of formal contracts for supply of products and services.	Understanding of the Council supplier relationship and knowledge of product/ service types		✓
SFIA Capacity management CPMG Level 6 Develops policy and strategies to ensure all the performance measures of IT services meet the needs of the business and performs to any service requirements or service level agreements which may be in place. Carries out forecasts on capacity over the organisation's planning or budgeting cycle.	Understanding of the overall capacity requirements of the BIT Service and knowledge of reporting processes		✓

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SFIA Service transition Leads and promotes best practice in relation to • Service acceptance • Configuration management • Asset management • Change management • Release and deployment Oversees the transition of all new applications, upgrades and significant changes into the Council's live IT environment ensuring everything is in place for effective service delivery.	Understanding of service transition and change management		✓
Ensures effective lifecycle planning, control and management of ICT assets including information relating to those assets and their relationships.	Knowledge of ICT asset configuration and management together with understanding of the overall ICT environment and role of those assets within it		✓
SFIA Quality and conformance Leads work in relation to • Quality management • Quality assurance • Quality standards • Conformance review Ensures that quality assurance standards are established, applied and monitored to all IT Service activity including the promotion of best practice.	Knowledge of quality assurance systems, processes and best practice approaches		✓

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BTS LEAD OFFICER - SOLUTIONS SPECIALIST			
Requirements definition and management level 5 Facilitates scoping and business priority setting for large or complex changes, engaging senior stakeholders as required. Selects the most appropriate means of representing business requirements in the context of a specific change initiative.	Excellent understanding of the business area and the impacts of change on the business solutions	✓	
Drives the requirements elicitation process where necessary, identifying what stakeholder input is required. Obtains formal agreement from a large and diverse range of potentially senior stakeholders and recipients to the scope and requirements, plus the establishment of a base-line on which delivery of a solution can commence. Takes responsibility for the investigation and application of changes to programme scope. Identifies the impact on business requirements of external impacts affecting a programme or project.	Experience of engaging with stakeholders at all levels of the organisation Understanding of service transition and change management	✓ ✓	
Change implementation planning and management level 5 Creates the business readiness plan, taking into consideration IT deployment, data migration, capability deployment (training and engagement activities) and any business activities required to integrate new digital processes or jobs into the "business as usual" environment.	Ability to determine the business readiness for change Compliance with the standard change process	✓ ✓	
Determines the readiness levels of business users with regard to upcoming changes; uncovers readiness gaps and creates and implements action plans to close the gaps prior to going live. Assists the user community in the provision of transition support and change planning, and liaises with the project team. Monitors and reports			

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progress on business readiness targets, business engagement activity, training design and deployment activities, key operational metrics and return to productivity measures. Defines the series and sequence of activities to bring stakeholders to the required level of commitment, prior to going live.			

Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required				
Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children ☐	PVG Protected Adults ☐	PVG Both ☐	None ☐
	Basic Disclosure ☒	Standard Disclosure ☐	Enhanced Disclosure ☐	

Additional Information – the following information is available:	**Expected Behaviours –** It is essential that you display the following behaviours as they are expected of all our employees:
- Skills Framework (if applicable) **How** we work matters	- Take Ownership - Focus on Customers - Work Together - Embrace Technology & Information - Deliver Results