

BTS SERVICE SPECIALIST			
Reference No.	G106.01 (6)	Type	Generic
Service	Business Technology Solutions		
Job Family	Professional 2	Grade	FC8

Purpose
<p>The development and exploitation of expertise in any specific area of information or communications technology, technique, method, product or application area.</p> <p>The operation and control of the BTS activity required to deliver and support BTS 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 building and management of systems and components and the monitoring of performance of systems and services in relation to their contribution to business performance, their security and their sustainability.</p>

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<p>SFIA Level 5 – Technical specialism</p> <p>Maintains an in-depth knowledge of specific specialisms, and provides expert advice regarding their application. Can supervise specialist consultancy.</p>	<p>Educated to SCQF level 8 which includes HND or SVQ level 4 or equivalent in a relevant subject or equivalent experience</p> <p>Substantial understanding of the ICT Industry</p> <p>Organisational knowledge and understanding of the council environment</p>	<p>✓</p> <p>✓</p>	<p>✓</p>

Role Profile

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	Considerable knowledge and experience in one or more business functions		✓
SFIA Level 5 – IT strategy and planning ITSP Ensures that all stakeholders adhere to IT strategic management approach and timetables. Collates information and creates reports and insights to support IT strategic management processes. Develops and communicates plans to drive forward the strategy. Contributes to the development of policies, standards and guidelines for IT strategy development and planning.	Understanding of the IT strategy and how it applies in a given area of expertise Undertaken data protection training		✓ ✓
SFIA Level 5 – Information assurance INAS Interprets information assurance and security policies and applies these in order to manage risks. Provides advice and guidance to ensure adoption of and adherence to information assurance architectures, strategies, policies, standards and guidelines. Uses testing to support information assurance. Contributes to the development of policies, standards and guidelines.	Understands the security requirements for their area of technical expertise (Take ownership – See ‘How We Work Matters’ Framework)	✓	
SFIA Level 5 – Methods and Tools Promotes and ensures use of appropriate techniques, methodologies and tools.	Understands the monitoring tools applicable to their area of expertise and knows how to use these tools (Embrace technology and information)	✓	

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SFIA Level 5 – Availability management Provides advice, assistance and leadership associated with the planning, design and improvement of service and component availability, including the investigation of all breaches of availability targets and service non availability, with the instigation of remedial activities.	Experience in designing to ensure business continuity and developing disaster recovery solutions (Focus on customers) Understanding on how to monitor and report on solution availability (Work together)	✓	✓
SFIA Level 4 – Capacity management CPMG Monitors service component capacity and initiates actions to resolve any shortfalls according to agreed procedures. Applies techniques to control the demand upon a particular resource or service.	Experience of monitoring and managing capacity requirements (Deliver results)		✓
SFIA Level 5 – Performance management Manages individuals and groups. Allocates responsibilities and/or packages of work. Provides support and guidance as required, in line with individuals' abilities. Delegates responsibilities as appropriate. Advises individuals on career paths, and encourages pro-active development of skills and capabilities. Sets performance targets, and monitors progress against agreed quality and performance criteria. Provides effective feedback, throughout the performance management cycle, to ensure optimum performance. Mentors individuals, possibly within other parts of the organisation. Participates, as appropriate, in formal Processes.	Experience in mentoring and coordinating work within a team, including the evaluation of completed work Experience in running contribution management, identifying training and development plans for individuals, teams and workforce development Ability to motivate others to perform to the highest standards Experience of successful collaborative working	✓ ✓ ✓	✓
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

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BTS SERVICE SPECIALIST - CUSTOMER SUPPORT			
<p>SFIA Level 5 – Customer service support</p> <p>Ensures that the inventory of components to be supported is complete and current. Drafts and maintains policy, standards and procedures for the customer service or service desk functions. Responsible for day-to-day management and work allocation to meet agreed service levels. Specifies, agrees and applies standards.</p>	<p>Experience of running a service desk function and understands the customer requirements and standards</p> <p>Recognised qualification in service management e.g. ITIL</p>	✓	✓
<p>SFIA Level 4 – Quality and Conformance</p> <p>Controls, updates and distributes new and revised quality standards, including technical changes.</p>	<p>Develop sustainable support solutions around the customer requirements, focusing on efficiency and value</p> <p>Experience in maintaining quality standards</p>	✓	✓
<p>SFIA Level 5 – Quality Assurance</p> <p>Uses quality standards to review past performance and plan future activities. Conducts audits of quality requirements and produces audit reports. Monitors and reports on the outputs from the quality assurance and audit processes.</p>	<p>Recognised Quality Assurance Qualifications</p>	✓	

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<p>SFIA Level 5 – Service Level Management</p> <p>Ensures that service delivery meets agreed service levels. Creates and maintains a catalogue of available services. In consultation with the customer negotiates service level requirements and agrees service levels. Diagnoses service delivery problems and initiates actions to maintain or improve levels of service. Establishes and maintains operational methods, procedures and facilities in assigned area of responsibility and reviews them regularly for effectiveness and efficiency.</p>	<p>Ability to review teams statistics on a monthly basis</p> <p>Experience in identifying problems or issues and understand the processes to be followed to resolve these</p>	<p>✓</p>	<p>✓</p>
<p>SFIA Level 5 – Systems design DESN</p> <p>Specifies and designs large or complex systems. Selects appropriate design standards, methods and tools, Skills consistent with agreed enterprise and solution architectures and ensures they are applied effectively.</p> <p>Reviews others' systems designs to ensure selection of appropriate technology, efficient use of resources and integration of multiple systems and technology. Contributes to policy for selection of architecture components.</p> <p>Evaluates and undertakes impact analysis on major design options and assesses and manages associated risks. Ensures that the system design balances functional, service quality, security and systems management requirements.</p>	<p>Experience working with quality and design standards</p> <p>Ability to provide a regular and effective service</p>	<p>✓</p> <p>✓</p>	

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<p>SFIA Level 5 – Problem Management</p> <p>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.</p>	<p>Undertaken Problem Management training</p> <p>Used the BTS Services problem management process</p> <p>Extensive knowledge of how to handle and manage problems</p>	<p>✓</p>	<p>✓</p> <p>✓</p>
<p>SFIA Level 5 – Testing TEST</p> <p>Coordinates and manages planning of the system and/or acceptance tests, including software security testing, within a development or integration project or programme. Takes responsibility for integrity of testing and acceptance activities and coordinates the execution of these activities.</p>	<p>Experience in testing system designs, or changes to design</p> <p>Experience in designing to ensure business continuity and developing disaster recovery solutions</p>	<p>✓</p>	<p>✓</p>
<p>SFIA Level 5 – Availability management</p> <p>Provides advice, assistance and leadership associated with the planning, design and improvement of service and component availability, including the investigation of all breaches of availability targets and service non availability, with the instigation of remedial activities.</p>	<p>Experience in running maintenance and installation schedules</p>	<p>✓</p>	

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<p>SFIA Level 5 – Security administration SCAD</p> <p>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.</p>	<p>Understands how maintenance schedules and deployment schedules work</p> <p>Understands the security implications for their area of technical expertise</p>	✓	✓
<p>SFIA Level 5 – Incident Management</p> <p>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.</p>	<p>Experience in managing incidents and the process for resolution</p> <p>Understanding of the incident management process within Fife Council</p>	✓	✓

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BTS SERVICE SPECIALIST - PROBLEM AND KNOWLEDGE MANAGEMENT			
SFIA Level 5 – Service Level Management Ensures that service delivery meets agreed service levels. Creates and maintains a catalogue of available services. In consultation with the customer negotiates service level requirements and agrees service levels. Diagnoses service delivery problems and initiates actions to maintain or improve levels of service. Establishes and maintains operational methods, procedures and facilities in assigned area of responsibility and reviews them regularly for effectiveness and efficiency.	Experience of ITIL Problem management processes, trend and root cause analysis techniques. Recognised Qualification in Service management e.g. ITIL	✓	✓
SFIA Level 4 – Quality and Conformance Controls, updates and distributes new and revised quality standards, including technical changes.			
SFIA Level 5 – Quality Assurance Uses quality standards to review past performance and plan future activities. Conducts audits of quality requirements and produces audit reports. Monitors and reports on the outputs from the quality assurance and audit processes.	Experience in maintaining quality standards Recognised Quality Assurance Qualification	✓	✓
SFIA Level 5 – Testing TEST Coordinates and manages planning of the system and/or acceptance tests, including software security testing, within a development or integration project or programme. Takes responsibility for integrity of testing and acceptance activities and coordinates the execution of these activities.	Experience in testing system designs, or changes to design	✓	

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<p>SFIA Level 5 – Availability management Provides advice, assistance and leadership associated with the planning, design and improvement of service and component availability, including the investigation of all breaches of availability targets and service non availability, with the instigation of remedial activities.</p>	<p>Experience in designing to ensure business continuity and developing disaster recovery solutions</p> <p>Experience in designing to ensure business continuity and developing disaster recovery solutions</p>	✓	✓
<p>SFIA Level 5 – Problem Management 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.</p>	<p>Undertaken Problem Management training</p> <p>Used the BTS Services problem management process</p>		✓ ✓
<p>SFIA Level 5 – Incident Management 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.</p>	<p>Extensive knowledge of how to handle and manage incidents</p>	✓	

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BTS SERVICE SPECIALIST - CONTRACTS AND LICENCE MANAGEMENT			
<p>SFIA Level 4 – Conformance review</p> <p>Conducts formal reviews of activities, processes, products or services. Collects, collates and examines records as part of specified testing strategies for evidence of compliance with management directives, or the identification of abnormal occurrences. Analyses evidence collated and drafts part or all of formal reports commenting on the conformance found to exist in the reviewed part of an information systems environment.</p>	Experience of identifying, reporting on and addressing breaches to the Council’s proper processes in the work area	✓	
<p>SFIA Level 5 – Contract Management</p> <p>Oversees and measures the fulfilment of contractual obligations. Uses key performance indicators (KPIs) to monitor and challenge performance and identify opportunities for continuous improvement. Develops strategies to address under-performance and compliance failures, including application of contract terms. Identifies where changes are required, evaluates the impact, and advises stakeholders about the implications and consequences for the business and/or the procurement element of programmes/projects. Negotiates variations and seeks appropriate authorisation. Actively supports and engages with experts and stakeholders to ensure continuous improvements are identified through review and benchmarking processes. Develops and implements change management protocols.</p>	Experience of managing contracts and advising on best practice	✓	

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<p>SFIA Level 5 - Asset management ASMG</p> <p>Management of the lifecycle for all software, licences and warranties including inventory, compliance, usage and disposal aiming to optimise the total cost of ownership and sustainability.</p> <p>Manages and maintains compliance of assets in line with business and regulatory requirements involving knowledge of financial and technical processes, tools and techniques. Identifies, assesses and communicates associated risks.</p>	<p>Experience of managing software and licences and advising on best practice</p>	✓	
BTS SERVICE SPECIALIST - CAPACITY AND CONFIGURATION			
<p>SFIA Level 5 - Capacity Management CPMG</p> <p>Drafts and maintains standards and procedures for service component capacity management. Ensures the correct implementation of standards and procedures. Pro-actively reviews information in conjunction with service level agreements to identify any capacity issues and specifies any required changes. Works to agree and implement short and medium term modifications to demand.</p> <p>The lifecycle planning, control and management of the assets of an organisation (such as documentation, software and service assets, including information relating to those assets and their relationships. This involves identification, classification and specification of all configuration items (CIs) and the interfaces to other processes and data.</p>	<p>Understanding of capacity management, the forward planning of capacity growth and management of demand</p> <p>Experience of reporting on recommending best practice in relation to capacity management</p>	✓	✓

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<p>SFIA Level 6 - Configuration Management CFMG</p> <p>Manages the organisation's configuration management system and champions the business value and company policies for secure configuration management. Ensures that processes are in place for consistent classification and management of CIs, and for verification and audit of configuration records. Contributes strongly to the business service knowledge management system. Manages the research and development of tools, processes and techniques</p>	<p>Knowledge of configuration management and its role for ICT</p> <p>Experience in managing configuration management systems and the processes for collection of all relevant data</p> <p>Ability to champion best practice for configuration management</p>	<p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>
BTS SERVICE SPECIALIST - TRANSITION AND ASSURANCE			
<p>SFIA Level 6 - Service acceptance SEAC</p> <p>Owns the transition process, develops the organisation's approach and defines the acceptance criteria for service transition. Promotes and monitors project quality outputs to ensure they are fit for purpose and fit for use within operational service. Actively engages with technical design and project managers to promote awareness and compliance with service transition quality plans and processes. Agrees the service acceptance criteria with project/programme managers.</p>	<p>Understanding of best practice in transitioning products into the live environment</p> <p>Experience of the effective management of products transitioning into business as usual</p>	<p>✓</p>	<p>✓</p>
<p>SFIA Level 5 – Quality Management QUMG</p> <p>Advises on the application of appropriate quality techniques. Facilitates improvements to processes by changing approaches and working practices, typically using recognised models.</p>	<p>Understanding of quality techniques and their application</p>	<p>✓</p>	

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SFIA Level 5 – Quality Assurance QUAS Uses quality standards to review past performance and plan future activities. Conducts assessments of quality requirements and produces reports. Monitors and reports on the outputs from the quality assurance processes.	Experience of using quality standards in reviewing performance and planning future activity		✓
SFIA Level 5 – Quality Standards QUST Takes responsibility for the control, update and distribution of quality standards, and advice on their use.	Ability to promote the use of quality standards and advise on best practice	✓	

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 <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input type="checkbox"/>
	Basic Disclosure <input checked="" type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results