BTS TECHNICAL SPECIALIST

Reference No.	G097.01 (4)	Type:	Generic	
Service	Business Technology Solutions			
Job Family	Professional 2	Grade		FC8

Purpose

The development and exploitation of expertise in any specific area of information or communications technology, technique, method, product or application area

The operation and control of the BTS infrastructure (typically hardware, software, data stored on various media, and all equipment within wide and local area networks) 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.

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
SFIA Level 5 – Technical specialism Maintains an in-depth knowledge of specific specialisms, and provides expert advice regarding their application. Can supervise specialist consultancy.	The post-holder should possess: • An education to SCQF level 8 which includes HND or SVQ level 4 or equivalent in a relevant subject or equivalent experience • Substantial understanding of the ICT Industry	✓ ✓	

E = Essential Criteria D = Desirable Criteria

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	• Organisational knowledge and understanding of the council environment	✓	
	• Considerable knowledge and experience in one or more business functions		✓
	Understands the IT strategy and how it applies in a given area of expertise		✓
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**.**			
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.	Data Protection and FOI knowledge	✓	
SFIA Level 5 – Innovation INOV 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.	Knowledge of the latest technologies in their area of expertise and has the necessary skills to apply these within the Infrastructure (Embrace technology and information – See 'How We Work Matters' Framework)	✓	

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SFIA Level 5 – Emerging technology monitoring Monitors the market to gain knowledge and understanding of currently emerging technologies. Identifies new and emerging hardware and software technologies and products based on own area of expertise, assesses their relevance and potential value to the organisation, contributes to briefings of staff and management.	Understands of the latest technologies and the possible uses and impact within the Council (Deliver results)	✓	
SFIA Level 5 – Methods and Tools Promotes and ensures use of appropriate techniques, methodologies and tools. Maintains all documentation, including project files.	Understands monitoring tools applicable to their area of expertise and knows how to use these tools Knowledge of Sharepoint	✓	✓
SFIA Level 5 – Systems design DESN 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. 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. 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.	Experience in designing complex systems (Focus on customers) Experience working with quality and design standards	✓ ✓	

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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	✓	
SFIA Level 5 – Systems integration SINT Designs and builds integration components and interfaces. Leads practical integration work under the technical direction of the system /service designer. May contribute to the overall design of the service. May define the technical criteria for product/component selection. Contributes to decisions about tools, methods and approaches.	Experience in using change management systems Experience in writing and evaluating tenders	✓	✓
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		✓

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SFIA Level 5 – IT management ITMG 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 adhered to. 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.	Experience in utilising tools for monitoring and reporting on performance Understands how to monitor and report on performance Experience in running maintenance and installation schedules Understands how maintenance schedules and deployment schedules work	✓ ✓	✓ ✓
SFIA Level 5 – Capacity management CPMG Manages configuration items (CIs) and related information.	Experience of monitoring and managing capacity requirements	✓	
SFIA Level 4 – Configuration management Monitors service component capacity and initiates actions to resolve any shortfalls according to agreed procedures.	Experience in managing configuration items	✓	

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Role Profile

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SFIA Level 5 – Security administration SCAD 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.	Attended data protection training Understands security implications for their area of technical expertise	✓	✓
SFIA Level 4 – IT Infrastructure Provides technical expertise to enable the correct application of operational procedures. Uses network management tools to determine network load and performance statistics.	Knowledge of ITIL process such as problem, change and incident management Holds an ITIL qualification	✓	✓
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.	Used the IT Services problem management process Extensive knowledge of how to handle and manage incidents (Take ownership)	✓	✓

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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.			
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 (Work Together) Experience of successful collaborative working	✓ ✓ ✓ ✓	

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 TECHNICAL SPECIALIST - NETWORK AND AUTHENTICATION MANAGEMENT			
Creates and maintains overall plans to support the organisation's business strategy, agrees service level agreements with customers and plans all aspects of the infrastructure necessary to ensure provision of network and authentication management services to meet such agreements.	Knowledge and experience of:		
	- Wide area and Local area networking design, installation and support.	✓	
	- Network management tools	✓	
	- Enterprise IP voice systems	✓	
	- Network security and access control systems		✓
	- Enterprise WiFi installation, management and support		✓
Produces online system designs and specifications, overall architectures, topologies, configuration databases and design documentation of networks, networking technology, system authentication, firewalls or gateway products within the organisation.			
Specifies user / system interfaces, including validation and error correction procedures, processing rules, access, security and audit controls. Assesses associated risks and specifies recovery routines and contingency procedures.	Understanding of the interdependencies and connections between the various network technologies	✓	
Translates logical designs into physical designs.			

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BTS TECHNICAL SPECIALIST - SERVERS AND STORAGE			
SFIA Level 5 – Storage management STMG Manages the storage and backup systems to provide agreed service levels. Responsible for creating, improving, and supporting quality IT services with optimal utilisation of storage resources, ensuring data security, availability and integrity of business data. Drafts standards, procedures and guidelines for implementing data protection and disaster recovery functionality for all business applications and business data using different online and offline storage devices.	Experience of managing storage systems in a virtual and physical environment Knowledge of Cloud storage and server technologies	✓ ✓	
SFIA Level 4 – Continuity management COPL Provides input to the service continuity planning process and implements resulting plans.	Experience of service and business continuity planning and disaster recovery planning		✓
BTS TECHNICAL SPECIALIST - COMPETENCY & DIRECTORATE			
SFIA Level 5 – Consultancy CNSL Takes responsibility for understanding client requirements, collecting data, delivering analysis and problem resolution. Identifies, evaluates and recommends options, implementing if required. Collaborates with, and facilitates stakeholder groups, as part of formal or informal consultancy agreements.	Experience of working with customers to provide a bridge between technology and business requirements	✓	

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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 included in appendices:

- 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

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