BTS SYSTEMS SPECIALIST

Reference No.	A3973	Type	Generic
Service	Business Technology Solutions		
Job Family	Para Professional 5	Grade	FC7

Purpose

To provide specialist business and / or technical knowledge on one or more specific topics, taking a significant role in the development of business / technical designs and undertaking problem analysis.

To supervise a flexible number of staff, depending on the workload within the specific area of responsibility.

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
Providing specialist knowledge on one or more specific IT topics and take a role in developing and managing business or technical solutions in an IT environment. • Assisting with the planning and design of IT Solutions. • Working with Services and Partners to develop solutions which are aligned with the Councils plans and strategic direction. • Liaising with Clients/Users to clarify details of requirements specifications. • Giving specialist professional advice on relevant aspects of service provision. • Producing detailed design documentation. • Resolving business or technical problems or issues by applying the necessary skills and research.	Educated to SCQF level 7 which includes HNC or Advanced Highers or equivalent vocational accreditation in a computing / systems or related discipline or equivalent experience	✓	
	Experience in the design and use of IT solutions and tools which meet business needs	✓	
	Ability to translate logical designs into physical solutions	✓	
	Experience in the production of clear and detailed documentation for customers and colleagues	✓	

E = Essential Criteria   D = Desirable Criteria

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
• Ensuring that agreed service levels are met and all relevant procedures are adhered to. • Monitoring and reporting on the use of resources. • Assisting in scheduling and co-ordinating team work. • Allocating work to staff. • Assisting in the development and motivation of staff to ensure staff are flexible and highly skilled. • Ensuring work is completed to an appropriate professional standard. • Monitoring progress against agreed quality and performance criteria. • Acting to facilitate effective working relationships between team members.	Comprehensive understanding of local government and partnership working Supervisory Training/Qualifications Supervisory skills Experience of allocating tasks and/or project work Quality assurance knowledge	✓ ✓ ✓	✓ ✓
SFIA Level 5 – Incident Management • Ensuring incidents are handled according to agreed procedures. • Investigating escalated incidents to responsible service owners and seeking resolution. Facilitating recovery, following resolution of incidents. • Ensuring that resolved incidents are properly documented and closed. • Analysing causes of incidents and informing service owners in order to minimise probability of recurrence. Contributing to service improvement. • Analysing metrics and reporting on performance of incident management process.	Understanding of ITIL Service management processes Current ITIL Foundation Qualification.	✓	✓
SFIA Level 4 – Problem Management • Initiating and monitoring actions to investigate and resolve problems in systems, processes and services.	Experience of investigating operational requirements and problems and seeking effective business solutions	✓	

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• Determining problem fixes/remedies. • Assisting with the implementation of agreed remedies and preventative measures.	Proficient in monitoring systems to investigate and resolve incidents and problems	✓	
	Understanding of Managing Change	✓	
	Comprehensive knowledge of one or more specific technologies or solutions	✓	
SFIA Level 5 – Change Management • Developing implementation plans for complex requests for change and evaluates risks to the integrity of service environment inherent in proposed implementations. • Seeking authority for those activities, reviews the effectiveness of change implementation and suggests improvement to organisational procedures governing change management. • Leading the assessment, analysis, development, documentation and implementation of changes based on requests for change.	Understanding the configuration management and its importance for the accurate management of assets	✓	
	Knowledge and understanding of the asset management elements of Assyst		✓
SFIA Level 4 – Configuration Management • Maintaining secure configuration, applying and maintaining tools, techniques and processes to identify, track, log and maintain accurate, complete and current information.			
SFIA Level 5 – Service Level Management • Ensuring that service delivery meets agreed service levels. • Creating and maintains a catalogue of available services. • Diagnosing service delivery problems and initiates actions to maintain or improve levels of service.			
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

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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:			
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**
BTS SYSTEMS SPECIALIST – INFRASTRUCTURE SUPPORT			
Day-to-day support, operation and control of systems and equipment within an IT infrastructure. Includes data backup and restore, production of performance statistics and provision of diagnostic information. **SFIA Level 4 – Availability Management** • Contributes to the availability management process and its operation and performs defined availability management tasks. Analyses service and component availability, reliability, maintainability and serviceability. • Ensures that services and components meet and continue to meet all of their agreed service levels. • Implements arrangements for disaster recovery and documents recovery procedures. • Conducts testing of recovery procedures.	Experience of working in an IT Infrastructure environment such as a data centre Experience in the analysis of service and component availability, reliability, maintainability and serviceability Experience in carrying out agreed configuration, installation and maintenance tasks Experience in the use of management tools to support the environment	✓ ✓ ✓ ✓	
SFIA Level 3 – IT Infrastructure • Carries out agreed operational procedures, including systems configuration, installation and maintenance. • Uses systems management tools to collect and report on incidents and performance statistics. • Contributes to the implementation of maintenance and installation work. • Uses standard procedures and tools to carry out defined system backups, restoring data where necessary.			

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BTS SYSTEMS SPECIALIST – APPLICATIONS

Designs, codes, tests, corrects and documents moderately complex programs and program modifications from supplied specifications. **SFIA Level 5 – Applications Support** • Drafts and maintains procedures and documentation for applications support. • Advises on application security, licensing, upgrades, backups, and disaster recovery needs. • Ensures that all requests for support are dealt with according to set standards and procedures.	Proficient in the design, coding and documentation of programs	✓	
	Knowledge of data modelling techniques	✓	
	Experience in developing test plans, analysing results and interpreting these for the customer	✓	
	Good knowledge and understanding of database technologies	✓	
SFIA Level 4 – Systems Design • Recommends/designs structures and tools for systems which meet business needs and takes into account target environment, performance & security requirements and existing systems. • Delivers technical visualisation of proposed applications for approval by customer and execution by system developers. • Translates logical designs into physical designs, and produces detailed design documentation. • Maps work to user specification and removes errors and deviations from specification to achieve user-friendly processes.			
SFIA Level 4 – Release and Deployment • Assesses and analyses release components. • Provides input to scheduling. Carries out the builds and tests in coordination with testers. • Ensures release processes and procedures are maintained.			

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BTS SYSTEMS SPECIALIST – SOLUTIONS ASSURANCE

Develops the quality procedures for the Solutions Assurance Group and ensures that agreed procedures have been followed through the systems life cycle functions. **SFIA Level 5 – Service Acceptance** • Engages with technical design and projects to ensure correct products are produced, in a timely fashion. • Evaluates the quality of project outputs against agreed service acceptance criteria. • Collect COBIT evidence for the service. • Review Performance Indicators and produce Balanced Score Cards for review and feedback for service improvements.	Good understanding of the Solutions Assurance processes and checklists. Excellent organisational skills Good understanding of project Lifecycle Good understanding of the COBIT process and requirements	✓ ✓ ✓ ✓
SFIA Level 5 – Quality Assurance (Solutions) • Uses agreed processes and quality standards to ensure the correct processes have been followed by the appropriate IT functions. • Conducts reviews of implemented systems to identify issues and plan improvement actions. • Produce assurance reports that monitors and reports to ITMT on the outputs from the solutions assurance, project management and systems audit processes. • Monitors and reports on solutions management activities to provide assurance that systems are managed effective throughout their lifecycle. This includes checks that documentation is current, processes are followed, BC/DR testing takes place and fitness for purpose is reviewed using TIME methodology.	Understanding of ITIL Service lifecycle and continual service improvement processes Current ITIL Foundation Qualification.	✓ ✓

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BTS SYSTEMS SPECIALIST – SECURITY & COMPLIANCE

Undertakes activities to provide operational security management and administrative services. Typically includes the authorisation and monitoring of access to IT facilities or infrastructure, the investigation of unauthorised access and compliance with relevant legislation. **SFIA Level 5 – Security Administration** • 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 requests 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.	Extensive operational experience as a security expert / consultant in a large organisation with evidence that they have been involved in supporting enterprise class applications	✓
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 specialism can be any aspect of information or communication technology, technique, method, and product or application area.	Experience of a minimum of one security technical specialism to a level where the person is regarded as an expert within the area by being able to provide advice and/or demonstrate the ability to supervise a specialist consultancy	✓
SFIA Level 4 – IT Governance • Assists in reviewing information systems for compliance with legislation and specifies any required changes. • Responsible for ensuring compliance with organisational policies and procedures and overall information management strategy.	Knowledge of the application of security standards and legislation such as data protection act, PCI-DSS and Government security requirements (PSN)	✓

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| **Change Management**

 • Evaluates security risks to the integrity of service environment inherent in proposed implementations. | Experience of assessing the security implications of changes to the Council infrastructure and solutions | ✓ | |

Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required
Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.

Additional Information – the following information is available:	**Expected Behaviours**
• Skills Framework (if applicable) • **How** we work matters	Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values. Please refer to How We Work Matters Guidance to learn more.

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