

Head of Technology

Department:	Cabinet Office	
Section:	Modernisation and Digital	
Reports to:	Strategic Director – Modernisation and Digital	
JE Ref:	CB1008	
Grade:	CS15	JE Date: 20/03/2023

Job purpose

The Head of Technology is accountable to securely deliver change and business as usual (level 3) support for Application & IT operations for the Government of Jersey, including applications, network and security, on-premise operations in the Government of Jersey datacentres and cloud operations.

The Head of Technology leads service introduction and management of all change into the technology environment and the postholder will ensure service improvement and stability. The Head of Technology is responsible for Security Operations for the Government of Jersey.

Job specific outcomes

- Deliver secure and stable IT services to all departments across the Government of Jersey.
- Lead the Technology Roadmap and Portfolio for the delivery and modernisation of Technology Operations services in conjunction with the M&D Leadership team.
- Lead Application Support across all Business Applications including the SAP products (SAP S/4, Arriba, Success Factors).
- Plan the delivery, transition and support of the modernisation of the technology portfolio in accordance with the priorities agreed through the demand and supply process.
- Develop and manage a planning, delivery, transition and support approach that ensures optimal allocation of resources and priorities, including with external suppliers to optimise efficiency and reduce delivery costs / timescales.
- Manage, track and report financial, delivery, transition and support the performance of technology deliverables within programmes to deliver to time, cost and quality.
- Lead technology bringing best practice to meet the needs of the government and citizens of Jersey.
- Ensure that, as part of service modernisation, technology business processes are reviewed and improved using ITIL or other similar methodologies.
- Lead and manage the technology team to deliver the agreed benefit and outcomes for the government and citizens of Jersey.
- Work collaboratively within M&D and across government to optimise delivery success and efficiencies to ensure that all programme delivery is transitioned effectively into operations, embedding change and maximising benefits.
- Provide professional leadership to technology operations, project delivery, change management community to develop their skills and experience.

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

This role is politically restricted. The jobholder is not permitted to undertake political activity involving standing for election to the States or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

Services (TIER 1,2 and 3 jobs only-DELETE if not applicable)

The Head of Technology will be responsible for the development and management of the following services and resources for the Modernisation and Digital (M&D) function of the Cabinet Office, which include:

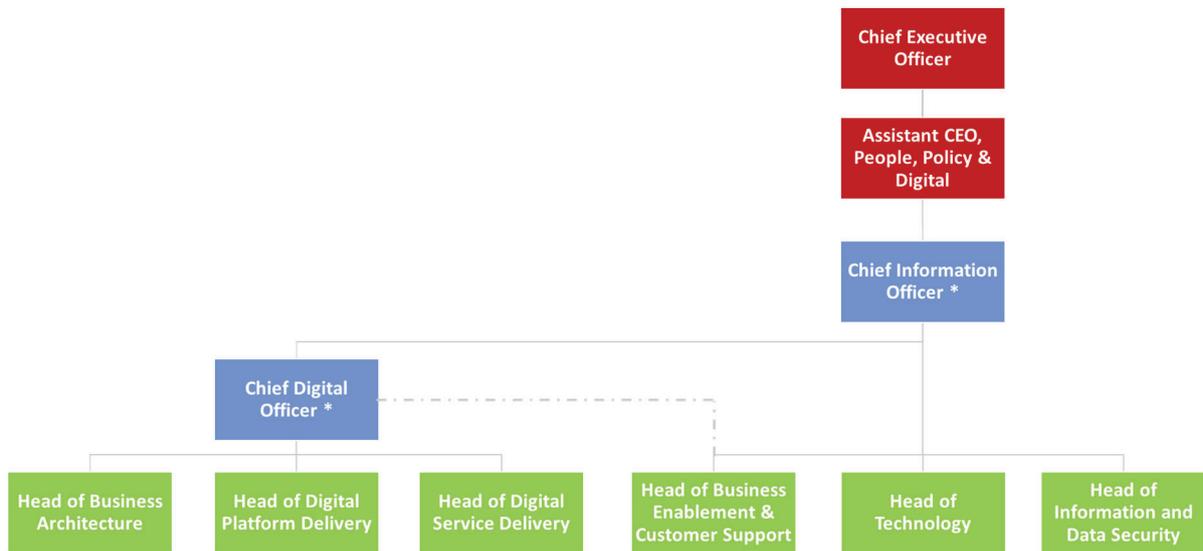
- Platform & Cloud
- Networking
- Security Operations
- Service & Transition
- Business Application Support
- SAP COE

Organisational structure

Government Departments



Organisation chart



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>Degree level or equivalent experience.</p>	<p>Specialist IT theory qualifications in the Information Technology Infrastructure Library (ITIL) to expert level or equivalent and have significant demonstrable experience of application of theory.</p>
<p>Knowledge <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>Demonstrate Senior IT Leadership and Management experience at Director level of equivalent.</p> <p>Knowledge and experience of leading IT teams within an ITIL aligned environment.</p>	<p>Service Management theory and application e.g. SIAM</p>
<p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Experience in delivering operating systems, networking and secure on-premise and cloud services. Demonstrable experience of introducing new services in cloud and on-premise environments.</p> <p>Career evidence of the management of Business Application support teams.</p> <p>Demonstrable experience in Service & Transition as described in the ITIL framework</p>	<p>Career experience in the support for SAP products (S/4, Ariba and Success Factors).</p>
<p>General Skills/Attributes <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>Translation and communication of business needs into requirements that can be clearly understood by senior leadership and supply partners.</p> <p>Analysis of complex business and IT environments to identify critical deficiencies and the ability to set out clear recommendations for improvement.</p>	

	<p>Leadership and stakeholder management skills to enable multidiscipline IT operations and DevOps teams to integrate with programme and project management disciplines and operational delivery teams.</p> <p>Broad technology knowledge with a proven understanding of legacy, current and emerging technologies and market trends.</p> <p>Commercial acumen to inform the selection of technologies to deliver best value solutions with a sustainable whole lifecycle cost.</p> <p>Adaptable; can quickly understand and adapt to organisational drivers, strategies, business needs and enterprise principles, whilst being open-minded yet sensitive to internal and political constraints.</p>	
<p>Experience <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>Experience of managing high impact operational environments, where there have been significant resources and risks and through periods of significant transformational change</p> <p>Experienced in management of successful change through transformation, service redesign and service introduction.</p>	<p>Technical certifications in relevant disciplines e.g. ITIL, SIAM, Prince2.</p>

Personal Attributes

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 1 to 3 core accountabilities, attributes and behaviour indicators.