Solutions Manager

Department: Chief Operating Office

Division: Modernisation and Digital

Reports to: Head of Technology

JE Reference: COO027

Grade: CS13 **JE Date:** 27/04/2020

Job purpose

The Solutions Manager will provide leadership and guidance for Solutions Development and Solutions Application support, responsible for the lifecycle planning of business applications across the Government of Jersey.

Job specific outcomes

- Responsible for the implementation and maintenance of IT solutions across the organisation, ensuring recognition of desired business outcomes

- Delivery of IT Support Services according to relevant and published processes, including delivery to SLA and KPI targets across the team

- Ensures delivery of robust solutions, including overseeing testing for comprehensive disaster recover and business continuity plans for critical solutions

- Responsible for ensuring the development, operation and security of IT solutions in line with best practice and all statutory requirements

- Ensures effective working relationship with first and second line support to guarantee remediation of challenges with solution delivery

- Responsible for the effective management of all IT solutions in line with industry best practice

- Responsible for continuous review of organisational need for solutions to ensure IT catalogue is accurate and reflective of requirements

- Responsible for development of a comprehensive disaster recovery strategy and plan for all solutions delivered into the departments

- Provide specialist technical and professional guidance into the departments and senior IT representatives demonstrating the value-add of solutions approach
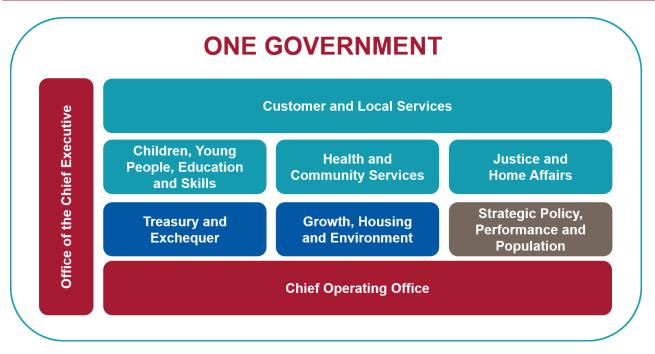
- Leads solutions team in achievement of all performance metrics to ensure desired business outcomes

Statutory responsibilities

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

Organisational structure

ONE GOVERNMENT

Office of the Chief Executive

Customer and Local Services

Children, Young People, Education and Skills	Health and Community Services	Justice and Home Affairs
Treasury and Exchequer	Growth, Housing and Environment	Strategic Policy, Performance and Population

Chief Operating Office

Person Specification

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications *Please state the level of education and professional qualifications and / or specific occupational training required.*	Educated to degree in a subject with a high degree of analytical or numerical content, or demonstrate such a level of equivalent qualifications and experience ITIL Foundation Certificate	Industry recognised professional qualifications such as MCSE, VCP, CCNA
Knowledge *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).*	Specialist knowledge of solutions delivery Up to date knowledge and awareness of existing and emerging technologies Software Development background and experience of mentoring technicians / developers and significant experience as a people manager	
Technical / Work-based Skills *This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.*	Demonstrable leadership skills, motivation and development techniques Ability to communicate with impact - both verbal and listening skills to engage with a wide number of stakeholders Excellent organisational skills and ability to prioritise	
General Skills/Attributes *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.*	Strong customer services skills, able to gain rapport quickly and build effective and trusting working relationships with our customers strong analytical skills to their Role Change management and technical risk assessment skills, apply appropriate caution and discipline	

	Strong communication skills both written and verbal. Deliver the ability to communicate to both your team and your customers. Team player that works with and communicates well within and across our technical teams, actively prompting respect for colleagues, sharing of skills and information and building trust amongst teams. Excellent time management skills, especially working under pressure with tight deadlines Good organisational skills and be able to schedule their work under conflicting demands	
Experience *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).*	Senior management experience in a similar role	

Core Accountabilities, Attributes and Behaviour Indicators

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 4 core accountabilities attributes and behaviour indicators.