

IT Change Lead

Department: Chief Operating Office

Section: Modernisation and Digital

Reports to: Service and Transition Manager

JE Ref: COO038

Grade: CS11

JE Date: 14/05/2020

Job purpose

The IT Change Lead is responsible for ensuring that information and technology-led change is introduced effectively and efficiently into the organisation, with focus on ensuring that the risk of change is understood and minimised within the technology operation.

This role reports into the Service and Transition Manager and will act as a facilitator with responsibility for the overall change management process, including planning for testing activities before and after the implementation of change in line with GoJ's policies and procedures.

Job specific outcomes

- Responsible for establishing and maintaining the processes and procedures to ensure changes are successfully delivered into the BAU operation, including change impact assessment and the tracking and maintenance of appropriate records. Minimise risk of introducing change into live operations.
- Approve minor/low change processes and transition management activities, ensuring readiness of areas to use systems and optimise timing of system introductions as part of management of business continuity
- Manage the lifecycle of strategic, tactical and operational changes to services through standardised procedures by controlling risk and minimising disruption to associated services and business operations
- Own the creation and maintenance of Requests for Change (RFC) trackers to ensure stakeholders are appropriately identified and communicated to enable successful implementation of changes
- Provide effective escalation of RFCs to the correct managed service supplier/s, communicating accurate information, tracking their efforts to ensure it is actioned within a timely manner and in accordance to service level agreements, and escalating variances
- Assess and review mid to long-term risks inherent in proposed changes, to ensure any potential scheduling and performance issues have minimum impact on provision of other services

- Manage the documentation and record keeping associated with the IT change approval process for all Technology Change, including maintaining a roadmap of expected change and an audit control of change history.
- Identify issues and actions required to improve adoption rates for IT led change by proactively working with workstream/project leads and involving all interested parties in change planning and approval.
- Facilitate change impact analysis with relevant stakeholders, including third party suppliers and review training material as part of the release of any capability, ensuring it communicates the responsibilities of the user and impact of any changes
- Identify, investigate and accurately describe the benefits to produce a benefits realisation plan that supports the organisation embrace the changes

Statutory responsibilities

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

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>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</p>	<p>ITIL specialist qualifications Evidence or certification in Project Management</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>Change Management - in particular information and technology led change management</p>	<p>MOF (Microsoft Operations Framework)</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>Excellent planning and organisation skills Skilled in production of documentation and presentations</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>Strong customer services skills, able to gain rapport quickly and build effective and trusting working relationships with our customers.</p> <p>Strong communication skills both written and verbal. Deliver the ability to communicate to both your team and your customers.</p> <p>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.</p> <p>Excellent time management skills, especially working under pressure with tight deadlines</p> <p>Good organisational skills and be able to schedule their work under conflicting demands</p> <p>Capable of applying strong analytical skills to their Role</p> <p>Good change management and technical risk assessment skills, apply appropriate caution and discipline</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 leading Change teams and operations with similar organisations</p>	



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 5 core accountabilities attributes and behaviour indicators.

The standards relevant to this tier, identified in the Government of Jersey core accountabilities, attributes, and behaviour indicators, are to be attached in a separate document.