Government of JERSEY

Platforms and Cloud Manager

Department: Chief Operating Office

Division: Modernisation and Digital

Reports to: Head of Technology

JE Reference: COO046

Grade: 13   **JE Date:** 27/04/2020

Job purpose

The Platforms and Cloud Manager will lead on the implementation and support of cloud and infrastructure services and the overall cloud and platforms strategy for the organisation.

Job specific outcomes

- Responsible for the delivery of IT Support Services in accordance with relevant and published processes to enable and support service provision to required SLA and KPI targets across the teams and function

- Responsible for researching and analysing new platform and cloud technologies, assessing the viability of introducing them into the organisation, presenting this in a strategy and roadmap, covering short and long-term to align the organisation to current industry standards and practice

- Assess organisational needs to ensure that current Systems, platforms and cloud services address requirements, as well as performing longer-term analysis to prepare for future needs

- Responsible for overseeing the implementation of new platform and cloud services into the organisation, ensuring they align with design principles and are fully functional

- Act as the platform and cloud services primary point of contact across the organisation, ensuring that the benefits of these services are clearly conveyed into the departments and departments have adequate support to select the right solution

- Agree suitable key performance indicators for adoption and use of platform and cloud services across the organisation, and periodically review data to assess trends and determine enhancement opportunities

- Responsible for owning key platform and cloud supplier relationships into the organisation, managing the relationship to maximise value of investment for the organisation

- Responsible managing all projects across the cloud that are led by their platform or cloud components, ensuring that they run to time and budget

- Responsible for managing staff across different delivery channels, ensuring that staff are compliant with all organisational and statutory requirements

- Team leadership, driving performance, a positive culture and inspiring working environment. The team collaborate across the business delivering solutions and innovation.

Statutory responsibilities

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

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

Organisational structure

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.	Chartered IT Professional 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).*	Knowledge of emerging technologies, applicability, and challenges Knowledge and understanding of business and IT drivers Project management certification and understanding of key tools and methodologies to support planning and management.	
Technical / Work-based Skills *This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.*	Skilled in the production of strategies and roadmaps that can be used to communicate organisational direction. Excellent project management skills, with demonstrable experience of leading complex projects with financial and delivery timescales High level	
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 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. Capable of applying strong analytical skills to their Role. Good change management and technical risk assessment skills, apply appropriate caution and discipline.	
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).*	Experience leading Platform and Cloud Operations with similar organisations.	

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.