

Infrastructure / Systems Technical Lead

Department: Chief Operating Office

Section: Modernisation and Digital

Reports to: Platform and Cloud Manager

JE Ref: COO047

Grade: CS11

JE Date: 27/04/2020

Job purpose

The Systems Technical Lead acts as a Subject Matter Expert, across platforms, coordinating and managing IT Platforms across the organisation, managing a team of Systems Technicians to ensure that only quality services are released into a live environment.

Job specific outcomes

- Responsible for managing the team of Systems Technicians, including accountability to ensure delivery of productive outcomes tied to defined KPIs
- Contribute to the implementation of strategic Systems change projects to support realisation of business objectives
- Oversee and participate, as required, in the installation, testing, maintenance and documenting of all issues affecting existing, modified, or new hardware and software to facilitate audit and compliance testing
- Responsible for ensuring that all IT infrastructure is managed in line with IT infrastructure plan in order to minimise risk to the organisation
- Responsible for data management requirements, ensuring the successful backup and management of data and systems within the organisation
- Responsible for engaging with external suppliers and managing the relationship to monitor against service level agreements and address issues that arise
- Responsible for the development of a disaster recovery strategy and plan for IT Infrastructure, ensuring it aligns with organisational policies and business approach, to mitigate risk and minimise disruption to organisation
- Contribute subject matter knowledge to IT Strategies, ensuring needs and requirements of Infrastructure and its role in enabling business outcomes is accurately reflected

- Overall responsibility for day-to-day management of IT infrastructure including monitoring, proactive diagnostics, anticipating potential breakdowns - to identify and resolve root cause of problems optimising operational performance

Statutory responsibilities

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

Organisational structure



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 .</p> <p>ITIL Foundation Certificate.</p>	<p>Industry recognised professional qualifications such as MCSE, VCP, CCNA or similar are highly desirable Foundation certification in PRINCE</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>Proven technical knowledge across a number of products engineering certifications.</p> <p>Foundation certification in PRINCE preferred.</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>Skilled in commercial and technical knowledge applicable across a number of domains.</p> <p>Functional knowledge of existing and emerging technology.</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 in a similar role leading Infrastructure and Systems teams.</p> <p>Experienced in the management of third parties, contract requirements, and monitoring of service level agreements.</p>	

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 5 core accountabilities attributes and behaviour indicators.