



Campaign number

TMP021

Closing date

19 March 2017

**Job Description and Person Specification**

This job description lists the general tasks, functions and responsibilities of the role below, including the specifications and skills required.

Job title\*

Enterprise Solutions Specialist

Band

B1

Number of posts

1

Directorate

Technology

Contract type

Permanent

Duration if fixed term

Management responsibility

Reports to

Infrastructure Manager

**Standard duties**

To be added by recruiting manager

- Undertake research into new and existing ICT solutions to improve efficiency and working effectiveness, as a result identifying potential opportunities. Consider and evaluating new technology on how they can add value and be incorporated into Parliament.
- Analyse market trends, forecasting requirements for the future.
- Produce and present reports and proposal documentation as required, making clear reasoned recommendations.
- Work closely with relevant PDS teams to review existing business models and to find or design appropriate improved solutions.
- Influences design and development of new and changed systems and services to optimise operational efficiency. Contributes to definition of associated standards and techniques. Recommends operational and maintenance acceptance of new systems and services.
- Undertakes investigations and diagnosis of areas of concern highlighted by service and performance data, establishing courses of action to resolve performance/capacity problems and undertake management thereof.
- Ensures that procedures and working practices for the efficient and effective running of all tasks associated with operating and controlling the installed hardware and software are developed and maintained, including capacity and availability management.
- Manages the response to enquiries by users, specialists and others, prioritising as necessary, and dealing with the full range of operational exceptions and error



conditions. Manages sensibly and responsibly, the resolution of unexpected or extraordinary events or incidents only escalating those which need specialist or management attention. Ensures that users, specialists and others are kept informed of progress and status.

- Optimises use of installed monitoring and analysis facilities to achieve accurate and cost effective reporting, developing and implementing processes, automated wherever possible, for the control, early warning or prediction of capacity problems.
- Monitors and gives instruction to less experienced colleagues in all aspects of operational practice. Delegates responsibility for carrying out specific tasks as appropriate. Ensures that all tasks and procedures are carried out effectively and efficiently to agreed levels of service or specific requirements of service level agreements.

The duties above are not intended to be an exhaustive list. The job description may be reviewed periodically in order to ensure that the duties meet the requirements of the service and to make any necessary changes.

#### **Key internal relationships**

Please list the key internal contacts with whom this post will need to work with e.g. Members, departments and specific posts.

- ADG
- Operations Bridge
- Application Teams
- Development Team
- Service Desk
- Project Managers
- Architects

#### **Key external relationships**

Please list the key external contacts with whom this post will need to work with e.g. the public, government departments, suppliers.

- Key technology suppliers

#### **Person Specification**

##### **Standard skills and knowledge required**

- Proven ability to form effective working relationships with key customers, stakeholders and colleagues.
- Excellent oral communication and interpersonal skills with proven ability to explain technical issues to non technical people
- Demonstrates good planning and organisational skills to prioritise to meet deadline and cope with fluctuations in workload



- Effective team working skills to ensure constructive use of everyone's skills and experience within the team
- A systematic and analytical approach to problem solving with the ability to communicate technical information to both technical and non technical audiences
- Demonstrates an ability to develop, implement and improve processes

### Specific skills and knowledge required

To be added by the recruiting manager.

- Ability to supervise, motivate and lead staff and 3rd parties to high professional standards
- Have proven experience in solution design and implementation
- Ability to horizon plan, roadmap technology and market trends
- Proven experience in scripting (PowerShell)
- Detailed technical understanding of the following:-
  - Active Directory
  - PowerShell
  - DNS
  - DHCP
  - Supporting Server Operating Systems (e.g. Windows Server 2008\2012)
  - IT systems security
  - Performance Management
  - Systems Administration
- Experience of **supporting** of at least **three** of the following at 3<sup>rd</sup> line support levels and Design, Implementation and Lifecycle management of at least **one** of the following:
  - Active Directory
  - PowerShell
  - Windows 2008/2012 servers
  - Certificate authority services (Internal\External)
  - Monitoring (e.g. SCOM)
- Experience of continual service improvement, this includes:
  - Life cycle management
  - Patch management
  - Capacity planning\forecasting
  - Optimization
  - Service ownership
  - Problem management



**Additional information regarding the post**

**Location**

The post is located in 7 Millbank

**Hours**

**Full-time**

Consideration will be given to candidates who wish to work part-time or as part of a job share. If you are selected for interview please inform the panel of the days/hours you are available to work.

**Bands A – E Positions**

Net conditioned full-time working hours for staff of the Digital Service are usually 36 per week. This excludes daily meal breaks of one hour.

**For further information**

Internal candidates should refer to the General Recruitment Information on the Employment intranet pages (select Careers & Development).

Those candidates who are shortlisted will be given details of any tests / assessments which will take place as part of the selection process.