Digital Service

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*	Band
SCOM Specialist	B1

Number of posts	Directorate
1	Technology

Contract type	Duration if fixed term
Permanent	

Management responsibility

N/A

Reports to

Infrastructure Manager

Standard duties

- Produce and present reports and proposal documentation as required, making clear reasoned recommendations.

- Work closely with relevant PICT teams to review existing business models and to find or design appropriate improved solutions.

- 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.

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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.
- 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
- Ability to supervise, motivate and lead 3rd parties to high professional standards
- Demonstrates an ability to develop, implement and improve processes

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Specific skills and knowledge required

- Have proven experience in solution design and implementation

- Detailed technical understanding of the following:-
  - SCOM
  - Active Directory
  - Supporting Server Operating Systems (e.g. Windows Server 2008\2012R2)
  - Azure's OMS cloud offering
  - PKI
  - Proxy Servers.
  - DNS
  - DHCP
  - IT systems security
  - Performance Management

- Experience of supporting at least two of the following at 3rd line support levels :-
  - SCOM
  - Active Directory.
  - PKI
  - Azure OMS cloud offering.
  - SQL database technologies
  - Virtualisation VMWare 5.0, 5.5 & 6.0
  - Network infrastructure (e.g. Switches, Routers)

- Experience of Design, Implementation and Lifecycle management of the following:-
  - SCOM

- Experience of continual service improvement, this includes:
  - Life cycle management
  - Patch management
  - Capacity planning\forecasting
  - Optimization
  - Service ownership

Additional information regarding the post

Location

The post is located in 7 Millbank.

Hours

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.

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.

The hours of attendance for this post are **36 net** per week. The exact daily times of attendance will be agreed with line management.

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.