

Role Profile

Part A - Grade & Structure Information

Job Family Code	10RT	Role Title	Senior Technical Consultant
Grade	PS10	Reports to (role title)	Service Hub Manager
		Directorate	Business Services - Orbis
JE Band	371-438	Service	IT & Digital
		Team	Customer and Partnerships
		Date Role Profile was created	Sep-17

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	This role contributes to the provision and support of the IT infrastructure and core applications, which are critical in support of both front line and back office service delivery. The role needs to maintain an expert knowledge and understanding of its specific technology area and how it is used. It has responsibility for the overall ownership and management of allocated work, including customer communication and appropriate escalation. It is essential that the role has an advanced understanding of the impact their technology area has on the business. To take responsibility for the most complex calls escalated from the Incident Management process and to investigate these to provide a permanent solution.]To achieve permanent resolutions to Problems identified in the IT software, services, infrastructure and equipment and to work proactively to ensure that Incidents are prevented where possible and future Problems are identified as quickly as possible.To maintain high level specialist technical knowledge and skills to enable the post holder to act as a technical expert for the council. To maintain and develop the council's ICT network/communications infrastructure, in order to ensure its availability, integrity and modernity to meet the business needs of the council. To install ICT hardware and software relating to the ICT infrastructure as required in order to maintain the functionality and integrity of the ICT infrastructure. To contribute to major IT workstreams, projects and programmes (for example virtualisation, thin client deployment, web self-service or enterprise communications). To undertake the direct technical design, testing, implementation and support of particular aspects and work packages within the specialism(s).To work within the documented ITIL® Incident Management, Problem Management, Change and Release Management processes to ensure that all Incidents and Tasks are promptly resolved and closed and Problems are investigated and given the attention and resource appropriate to their priority level. To record all aspects of Incidents, Tasks and Problems to provide a knowledge base for future reference by fellow team members and others. To document all activities undertaken appropriately and accurately, ensuring that work is logged and regularly updated in the IT Service Management tool.To develop effective methods of communication and collaboration with internal customers, non-IT and IT staff and suppliers. To undertake supplier liaison and procurement activities for the specialist areas assigned where appropriate, alerting relevant teams to supplier availability or performance issues. Line management responsibility
Work Context	IT & Digital is a service within the Orbis partnership, providing technology and business change support to Surrey County Council, East Sussex County Council and Brighton & Hove Council.This role is part of Customer and Partnerships within the Orbis IT & Digital Service. This Service provides mission critical operational support, innovative project delivery and dynamic strategic leadership that underpins delivery of the business priorities and service outcomes for the Orbis partner authorities and customers. This role will require frequent travel across the Orbis geography.
Line management responsibility if applicable	Will have line management responsibility.

Budget responsibility if applicable	N/A
Representative Accountabilities Typical accountabilities in roles at this level in this job family	Planning & Organising • Implement countywide strategies and support the development of long term planning. • Lead projects and reviews within a technical area of work to support and enhance service delivery. • Plan workloads and secure resources to enable the team/s to achieve a quality service. Policy & Compliance • Provide technical advice and recommendations within defined policy and procedures to ensure compliance with relevant legislation, policies and industry standards. • Maintain, develop and review systems, processes, procedures and working methods to maximise service delivery, quality, efficiency and compliance. People and partnerships • May manage a team operating in a specialist area or oversee the delivery of a range of support services to a service or function. • Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service. • Monitor and support the performance management and development of team members to ensure that individual contributions are maximised. Resources • Assist with budget/resource/ funding management in accordance with the council policies and procedures. • May have delegated responsibility for a budget(s). Analysis, Reporting & Documentation • Assess or conduct analysis, presenting results and putting forward recommendations on managing more complex situations to support decision making. • Analyse and make recommendations for improvement or development of existing systems, processes or policy. Duties for all Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• Degree/ HNC or equivalent, or substantial relevant experience in a relevant subject. • May require a specialist technical qualification or membership of an appropriate professional institution. • Significant practical or professional experience and understanding of a specialist area or supporting service teams and/or providing support to the public. • Comprehensive understanding of subject matter, legislation, principles and practices relevant to the technical area. • May require previous management experience including staff supervision, development and organisational skills. • Proven ability to apply project management principles and techniques to manage a range of projects through to completion. • Proven ability to establish and maintain highly effective working relationships with a range of stakeholders. • Comprehensive knowledge of computerised business systems. • Proven written and oral communication with the ability to influence and work in collaboration with others. • Ability to understand, meet and exceed customer expectations. • Proven problem solving skills, and the ability to exercise high levels of initiative to devise and implement workable solutions.

Details of the specific qualifications and/or experience if required for the role in line with the above description	Have the willingness and ability to travel around the County to meet the demands of the role To maintain and develop an appropriate awareness of professional, technical and legislative changes affecting IT & Digital's business and that of its customers, sufficient to ensure that the services are provided to a level of excellence. Demonstrate an appreciation of ICT Service Management best practice. ITIL qualifications in relevant areas will be advantageous. Excellent knowledge of policies & procedures and legislative requirements relevant to service area. Broad knowledge of ICT technologies. Advanced practical knowledge of relevant technical and professional area.
Role Summary	Roles at this level typically lead and manage the work of a specialist team and/or they may hold a technically specialist professional role providing complex advice or managing specialist projects. They will use technical knowledge to audit or analyse situations and data to aid them in ensuring regulatory or technical compliance of others. They will work closely with a range of agencies and stakeholders to ensure delivery of agreed industry and service standards in a cost effective way. Forward planning could be for months ahead and the role will contribute to longer-term development.
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