

Job Title: Systems & Team Leader	
Job Evaluation Number	B944

JOB DESCRIPTION

Job Title: Systems Team Leader (IAAS, PAAS, WPAAS)	Location: Kidlington or Southampton
Job Family: ICT	Role Profile Title: BB4 Police Staff
Reports To: Infrastructure Manager (IaaS) or Platform Manager (PaaS)	Band level: 4T
Staff Responsibilities (direct line management of): Senior Systems Engineer(s) and Network Engineer(s)	

a. **OVERALL PURPOSE OF THE ROLE:** Defines the role, put simply, why it exists.

The overall purpose of the role is to: manage resources to specify, design, plan and build, supporting programmes of technical solutions development work to time, budget and quality targets and in accordance with enterprise and technical architectures and standards to meet defined business needs, whilst supporting and maintaining existing production mission critical infrastructure services to defined service levels.

b. **KEY ACCOUNTABILITY AREAS:** Define the important aspect of the role for which the job holder is responsible for results or outcomes.

The key result areas in the role are as follows:

1. Development approaches that meet the targeted performance, cost and delivery criteria of the business and technical stakeholders. Mentor and influence the technical teams in detailed technical design, development and build to ensure all necessary peer reviews and technical standards are applied
2. Develop high-level technical designs in accordance with technical architectures and agreed standards that are capable of meeting defined business needs and ICT's objectives for developing, implementing and maintaining high quality, resilient and performant ICT systems.
3. Establish processes and procedures for managing, controlling multiple technology projects and support functions ensuring accountability is established for delivering on time to quality and budget
4. Leads on the planning and preparation of coherent detailed build, test and implementation plans covering all aspects of technical work
5. Recommend and implement appropriate industry standard tools, methodologies and techniques in an intelligent and effective way for the specification, design and build for new technical infrastructure solutions in support of business needs.
6. Plan and establish with Service delivery, Business Partners and 3rd parties the delivery of effective support and maintenance services for new technical infrastructure solutions/services and their components to meet defined business needs and that retain compatibility with enterprise and technical architectures.
7. Ensure technical infrastructure related maintenance activities, operational procedures and working practices are in place, highly effective, fully documented and regularly assured to minimise service impacts and operate within defined service levels agreements.
8. Instil and develop a culture of continuous development for line reports and the wider team through; training and development and the PDR process, motivating, effective workload planning, monitoring employee welfare and quality assurance of work standards. Take prompt and reasonable action to address performance below required standards in line with the relevant Force procedure.
9. Identify opportunities within the Forces (bilaterally, Regionally, Nationally) and closely associated organisations, such as customers, suppliers and partners, to maximise business benefit through technology alignment.

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c. **DIMENSIONS:** Include matters as key result areas that make the greatest demands on the role holder, seasonal pressures, items processed, the number of customers and/or level of authority to make financial decisions or commit other resources

Further Comments:

Works under broad direction whilst retaining full technical accountability for design, build and support and is one of force's subject matter experts on technical design, build and support

The role holder will work with immediate and or / wider ICT team members to share best practice whilst providing development and performance assistance when required. They will act as a subject matter expert to provide guidance and advice to all TVP staff where necessary.

Receives work in the form of specific objectives, requirements and service level agreements and sets objectives and creates work packages for others.

Works with and influences department Executives and peers, and with external experts in IT service delivery on behalf of the Forces: consultants / suppliers; auditors; NPIA; other Forces; partner organisations.

d. CHARACTERISTICS OF THE ROLE

Expertise: Concerned with the level of administrative, professional and/or technical expertise (knowledge and skills) needed to perform the role effectively; may be acquired through experience, specialised training, and/or professional or specialist education and training.

<i>The knowledge or skills required in the role are as follows (essential or desirable):</i>	<i>E/D</i>
1. Extensive technical infrastructure management design and consultancy experience working in complex ICT environments, working through from initial concept through build and implementation to operation and support.	E
2. Significant experience using a mixed variety of technologies such as Azure, MS Active Directory, ADFS, SQL Server, VMWare products, Office 365, Hyper-V.	E
3. Sound and wide business knowledge and an understanding of current and emerging technologies and how they can support and enhance functions of the business, with a practical understanding of the application of technologies and how to deliver business change to realise defined benefits.	E
4. Proficient in managing the overall solutioning process, ensuring effective risk management and quality assurance and enterprise fit is maintained	E
5. Proficient in information infrastructure management and automation tools - the application of automated (software) tools which enable monitoring and selective alerting and automated escalation and/or remediation activities, e.g. SCCM, SCOM, Azure Security Centre, ServiceNow etc.	E
6. Proficient in structured reviews methods and techniques including reviews of technical diagrams, test plans, business cases and any other key deliverables e.g. peer review, formal technical review	E
7. Proven experience of managing staff in a matrix structure through significant organisational and structural change	E
8. Ability to communicate complex information in a way that is relatable to the target audience and dealing with Stakeholders at all levels.	E
9. Able to achieve significant outcomes through influence and persuasion rather than through direct line authority.	E

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<i>The knowledge or skills required in the role are as follows (essential or desirable):</i>		<i>E/D</i>
10. Is a recognised subject matter expert in a broad range of Infrastructure, Platform and Workplace productivity technologies with a good understanding of IT Operating Technologies and Operations Management within an ITIL framework..		E
11. Must have capability to travel to different locations across both Forces and undertake all assignments in a timely manner. Due to the requirement to work flexibly, unsocial hours* and personal safety for lone working; public transport may not be available or suitable at these times. For this reason a full UK driving licence is considered essential. **		E
<p><i>Additional comments:</i>* At interview, candidates will be asked to confirm their willingness to undertake this Basic Driving Assessment, which in turn will enable the use of a police authorised vehicle.</p> <p>** The Systems Team Leader is required to be on the on call rota (A maximum of 1 week in 3 weeks) to provide an out of hours service in response to IT systems issues affecting service to both forces</p>		