

NHS NATIONAL SERVICES SCOTLAND

JOB DESCRIPTION

1. JOB DETAILS

Job Title	Senior Technical Specialist
Immediate Senior Officer/ Line Manager	Senior Service Manager
Department	Cloud Engineering & Operations
SBU	Digital and Security (DaS)
Location	
CAJE Reference	NPITG687

2. JOB PURPOSE

The post holder will provide specialist technical consultancy on Identity Management, Messaging and Communication services and all processes associated with the use of these and associated products. They will participate in the design and implementation of the strategy, provide oversight and support to NHS Scotland, National Services Scotland (NSS) and Scottish Government (SG) for large digital programmes of work which have requirement to utilise these core services.

The post holder will use their in-depth technical specialism and knowledge of O365, Microsoft Identity Management and accompanying products such as Windows Active Directory, Azure Active Directory and supporting Microsoft products.

The post holder will also use their in-depth technical specialism on Communication and Messaging Services and experience in all aspects of associated infrastructure required to host the O365 application suite and be responsible for the technical oversight and advice of these at a national level.

3. DIMENSIONS

The post holder will lead the technical team to ensure that the products are set up and managed as per the stated implementation design and to adhere to technical standards, security and governance policy and best practice guidelines supplied by the product vendor. They will be responsible for ensuring that the product strategy is technically sound and will hold ownership for the overall technical design for the service.

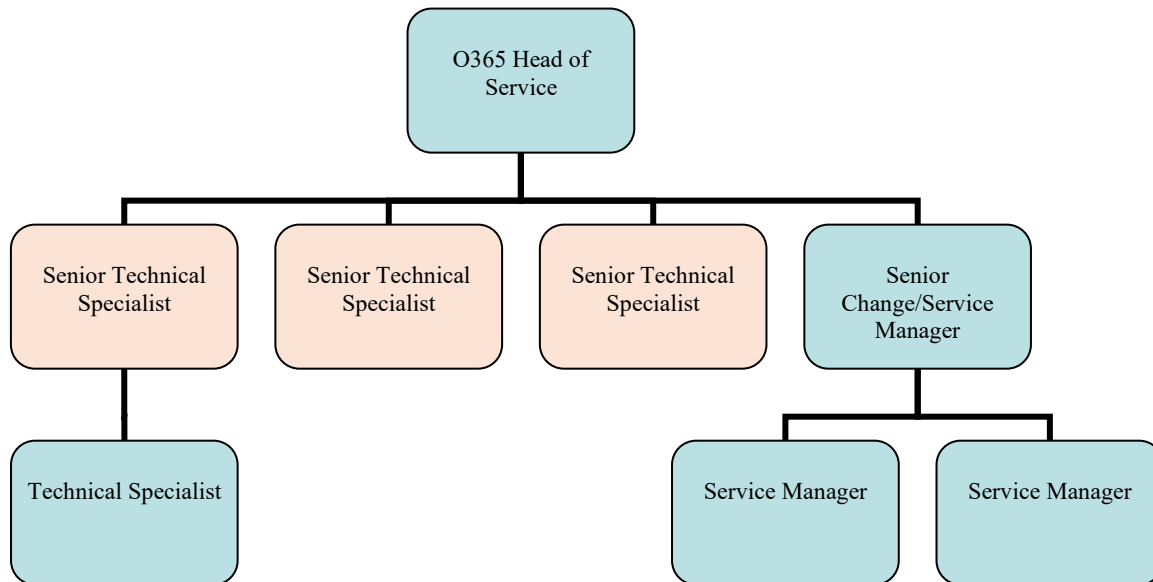
They will be heavily involved in the definition of technical standards and processes within the product SLA to ensure service levels are maintained to the technical levels required.

They will have a strong influence over Office 365 service budgets (circa £3m pa) with respect to technical enhancements, product alignment and integration services. They will be expected to forecast how and manage costs for current and future years of service to ensure that correct provision is made to support the services provided.

The post holder will directly manage a team comprising the following resources

They will also take the lead on any new developments required for the product and associated services to ensure that all future developments meet with product strategy, technical policy and associated governance standards for security.

4. ORGANISATION CHART



5. ROLE OF THE DEPARTMENT

The role of the IT SBU is to support the NHS Scotland national eHealth agenda through the effective delivery of IM&T products and specialist services that will enable clinical process and efficiency improvements across Scotland. The core remit is focused on the management and delivery of IM&T services focused on the development and enablement of national level business and clinical capabilities. This includes the delivery of IM&T services, systems, data and contracts which enable cross-Board/ boundary integration, workflow, information sharing, cost efficiency realisation and collaboration.

IT SBU has of the order of 350 staff, approximately 260 based in Edinburgh and 90 based in Glasgow where national level software application products are developed, maintained and supported. IT SBU is currently involved in over 50 projects and programmes in support of eHealth across NHS Scotland.

- The vision of the organisation is 'To be valued as a trusted, integral IT services partner'
- The mission of the organisation is 'To deliver high value national and specialist IT services which maximise health and financial impact'
- The purpose of the organisation is 'To provide high value shared services, enable national level IM&T capabilities and cross- Board/ boundary collaboration'
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The service model is focused on the following key areas:

> **Architecture & Consulting**

Providing focused IM&T expertise and advice to eHealth and business communities

> **Contract & Vendor Management Services**

Managing 3rd party national level eHealth suppliers end-to-end

> **Programme & Project Management**

Scalable and adaptable delivery of eHealth initiatives at national level.

> **Solutions Design, Development, Integration & Maintenance**

Bespoke systems development, maintenance and support

> **National Solutions Accreditation & Testing**

Assuring inter-operability of the national architecture

> **Solution Stewardship / Service Management**

Managing service delivery assurance for systems after 'go live

> **Infrastructure Management**

Managing the delivery of customer service, LAN, desktop and other infrastructure services

IT SBU works in partnership with a wide range of organisations – NSS, NHS Scotland NHS Boards, Hospitals, Primary Care Practitioners, Community Health Partnerships, Local Authorities, Scottish Government Directorates, Other UK eHealth agencies, and major IM&T product and service providers operating in the Scottish public sector.

The Cloud Engineering and Operations team are responsible for delivery and management of the Digital and Security suite of scalable production services, infrastructure, telecoms, service management and customer support.

CE&O plays a key role in the provision of national public cloud services to NHS Scotland in its transition from data centre to public cloud.

Key priorities:

- Secure Public Cloud
- Shared Services Provision
- Network Operations Centre
- Systems Management
- Customer Support

The post holder will become a key member of the O365 management team. Their role will be to manage the ongoing O365 service and any changes required to ensure service is delivered to the agreed SLA. The role will involve liaison and interaction with other team members to ensure that services deliver to the strategic demands of both NSS and NHS Scotland and are also aligned to the framework for service management customer support.

6. KEY RESULT AREAS

1. The post holder will take the technical lead on Identity Management and Communications and Messaging Services within the DaS SBU service delivery areas and will be responsible for the management of additional technical specialist staff supporting the service.

2. Lead any dedicated Solutions Team, internal and external system suppliers in the delivery of high quality, effective and value for money Identity management services targeted at meeting business need within NSS and nationally.
3. Develop and maintain relationships with other DaS teams and external parties such as NES, SG and 3rd party vendors (i.e Networks, Hosting etc) to ensure that all relevant parties are engaged to deliver required services and to ensure both internal and external teams have a technical point of engagement.
4. Accountable for the technical design of Identity Management & Communications and Messaging services, systems and solutions underpinning the work of the NSS and national stakeholder organisations to ensure these meet both NSS standards and is aligned to industry best practice.
5. Constantly review external sources and network with peers in the both the public and private sectors to maintain depth of knowledge in the specialist field.
6. Participate in the development of a set of standard operating procedures (SOPs) to ensure consistent application and usage of Identity Management and Communications and Messaging Services. To be achieved through engagement with other technical specialists across the DaS teams associated in delivery of these services.
7. Deal with highly complex technical issues such as incidents, planned changes and impact assessments by making decisions and giving instruction to other technical specialists within the O365 service and across the wider DaS teams, often under pressure, where no precedent exists and relevant facts and consequences may be unknown.
8. Develop, motivate and monitor staff within the Department to ensure that individual and collective objectives are achieved and an acceptable workplace climate is sustained.
9. Evaluate and consolidate highly complex and technical information and be able to present this information to a wide range of technical and non-technical audiences such as user groups, governance forums or other technical teams in a manner which ensures understanding of the products is achieved as required by each of these groups.
10. Responsible for the design and development of Identity Management and Communications and Messaging Services or software applications (may be managed directly or via other NSS DaS SBU departments and/or third party digital suppliers including Microsoft).

7. ASSIGNMENT AND REVIEW OF WORK

The Senior Technical Specialist reports to the Senior Service Manager.

The Senior Service Manager delegates responsibilities to the Senior Technical Specialist based on annual objectives set out in the DaS Business plan and appropriate timescales are agreed. The Technical Specialist then sets and monitors targets for staff in the Department in order to achieve them. Objectives are reviewed quarterly.

The post holder's workload derives from the management of activities within the Department. The Technical Specialist is required to set priorities for activities within the Department in order to meet these demands. They must apply initiative to prepare for and resolve difficulties within the Department and instigate action to prevent recurrence.

The Technical Specialist will regularly be required to make decisions on complex design and development activities to ensure that new developments align with the strategic objectives of the service. They will be solely responsible for making these decisions and will also need to oversee the decision making of the Technical Specialists to ensure that this also aligns to the service strategy.

The post holder must also work closely with the other SBU Managers to deliver to the overall DaS

objectives. They must ensure the services delivered are designed and developed to be sustainable, cost effective and flexible to meet both current and future demands. Services delivered will be measured against the objectives set within this strategy.

The Post holder must work largely independently, making decisions when major issues occur but knows when to escalate.

8. COMMUNICATIONS AND WORKING RELATIONSHIPS

The post holder will receive and deliver highly complex technical information relating to the O365 service and associated services from both internal and external teams. This information will include service contracts, service agreements and technical specifications. They will be expected to participate in negotiation with 3rd party vendors and suppliers which include highly sensitive information such as commercial contracts and costs. It is expected that the post holder will be able to digest, summarise and present back information to the Senior Service Manager and Director of CE&O to ensure they are informed on key information in order to assess and make decisions.

Internal

Direct reporting on both an informal and formal basis to the Senior Service Manager to update on key performance indicators, and the status of the Department.

Liaise and interact with technical specialists at all levels across DaS to measure and compare process, competencies and ways of working to ensure best practice is both shared and adopted across this community.

Evaluate and consolidate highly complex technical information and be able to present the information to a wide range of both technical and non-technical audiences such as user groups, governance forums or other technical teams in a manner which ensures understanding of the products is achieved as required by each of these groups.

Engagement with user communities and forums to articulate the offering from the services delivered and how these can be used across DaS and other SBU's.

Direct liaison with senior managers and other department managers on implementation and business issues associated with projects and activities within the Department.

Direct contact on both an informal and formal basis with senior DaS and business managers to understand and discuss current issues and ongoing initiatives.

External

Liaison with the Scottish Executive and NHS Scotland Boards to advise and update on highly complex technical changes in the form of presentations to be given to user and technical assurance groups.

Direct management of external consultants and 3rd party service providers working with or alongside the O365 team,

Alignment with respective customer business representatives via Technical Assurance Groups

Networking with Professional peers in the digital arena in order to keep abreast of new and emerging technologies

Liaison with peers in the public and private sectors to maintain depth of knowledge in the specialised field.

9. MOST CHALLENGING PART OF THE JOB

- Balancing priorities and activities within the Department to ensure timely delivery of major digital systems and solutions while providing maintenance and support of existing business-critical applications.
- Training, coaching, mentoring and managing staff to maximise potential and increase efficiency and effectiveness.
- The post-holder must manage the conflicting demands that this entails, negotiating and influencing customers in terms of timescales and deadlines.
- Keeping up-to-date and advising on new and emerging technologies while ensuring the strategic direction of the Department is in line with overall NHS and NSS DaS strategies.
- Ensuring stakeholder expectations are managed in this rapidly developing environment.

10. SYSTEMS

Responsible for the design, development, test, implementation, maintenance and support of major digital information systems and solutions across NSS incorporating: operating systems (e.g. Unix, Linux and Wintel); database (e.g. Oracle, SQL Server); web technologies (e.g. JSP, ASP, Java, Apache and Tomcat); web services monitoring (e.g. Big Brother and Nagios); communications infrastructure (e.g. LANs, WANs and associated security hardware); desktop application support (e.g. Microsoft Office suite), backup and recovery procedures (e.g. Commvault) and Helpdesk support (e.g. Service Now).

Responsible for the technical oversight, support and advice at national level for Microsoft Office 365.

11. WORKING ENVIRONMENT AND EFFORT

Physical Effort

- Prolonged use of PC – can be sitting for a full day (less statutory breaks), depending on volume of workload.
- Advanced keyboard skills are required, with frequent need for accuracy, should the need for direct system interface be required.

Mental Effort

- Ability to concentrate for prolonged periods of time despite frequent interruptions, e.g. when reviewing multi-layered, complex systems design.
- Ability to make rational decisions when resolving conflict situations.
- Ability to foresee situations of potential stress or conflict within the Department and manage staff and the situation accordingly.

Emotional Effort

- Ability to deal with staff performance and disciplinary matters which may arise
- Competing demands - timescales & deadlines, demands for updates, problem solving quickly & effectively, the unexpected & interruptions.

12. ENVIRONMENTAL / WORKING CONDITIONS & MACHINERY AND EQUIPMENT

There is a frequent requirement to use a wide range of office equipment throughout the day such as VDU, printers, scanners, photocopiers etc.

Exposure to unpleasant working conditions is rare.

13. QUALIFICATIONS AND/OR EXPERIENCE SPECIFIED FOR THE POST

The post holder will be educated to degree level in a technical subject or have experience equivalent to this level.

The post holder must have achieved Chartered Professional status of the British Computer Society (MBCS CITP) and will have obtained post-graduate qualification in the specialist area, e.g. ISEB, MCSE or the Professional Certificate in Management or equivalent Masters degree.

The post holder will have demonstrable experience as technical authority within the specialist area, and of working in a management role within Information Technology.

A specialist in-depth technical knowledge of O365 is essential with a demonstrable background using Wintel desktop and server operating systems.

The post holder will have excellent communication and interpersonal skills and will have the ability to effectively lead and motivate staff. The ability to liaise effectively with senior internal NHS managers and senior external managers is essential. Proven customer facing skills and the ability to work well under pressure are also essential qualities for the post.

The post holder must possess a strong understanding of industry standards and best practice for End User Computing and Mobility solutions and technologies, with the ability to keep current with industry trends and emerging technologies

14. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each postholder to whom the job description applies.

Postholder Signature:

Date:

Postholder Print:

Manager Signature:

Date:

Manager Print:

Manager Title: