**Job Description**

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| **Job title** | Enterprise Technical Specialist |
| **Grade** | Grade 9 |
| **Service/Team** | ICT/Infrastructure team |
| **Main purpose of job** | To lead on specific IT technology areas in terms of design, development of solutions, future alignment with Technical Architecture Strategy, maintenance and support |
| **Key responsibilities** | * To manage the technical delivery, maintenance and support of key components of the corporate infrastructure to agreed budgets and service levels. * To lead the design and development of technical solutions, negotiating complex and difficult decisions and influencing stakeholders, third party suppliers and senior managers to achieve optimum proposals aligned to the council’s technical architecture strategy. * To lead the design and delivery of technical projects managing all planning and resourcing activities including the management of people and budgets. * To perform a lead role to ensure that the Technical Architecture Strategy is core to the lifecycle of all major corporate technologies and software. * To provide support to and deputise for the Technical Team Manager in all aspects of team management and workload planning. |
| **Key tasks** | * To manage a specific enterprise level technology area or areas, with autonomy and responsibility for design, architecture, implementation, upgrades, maintenance and on-going support working with and directing staff, third party suppliers and contractors as necessary. * To keep up to date with technical innovations within specific technology area(s) and make recommendations as to how these improvements could be implemented within the council’s environment. To maintain roadmaps for technology areas of expertise. * Undertake negotiations with suppliers in relation to the technology area(s), such as around service levels, renewal of support contracts or purchase of hardware/software. * To take a lead role in ensuring that the Technical Architecture Strategy is maintained and developed and that the lifecycle of all existing and new major IT based solutions adhere to its principles * Provide advice and guidance in relation to security strategies and potential vulnerabilities to other team members, senior management and the Business Assurance function, influencing key decisions to ensure the robustness and resilience of the council’s infrastructure. * Act as Technical Lead on business or ICT led projects, architecting complex designs and negotiating with key stakeholders to persuade the adoption of new innovations and technologies to optimise the use of technology within the council. * To be available to work outside of standard business hours to ensure that the enterprise level supporting technologies are patched, upgraded and maintained, with the least amount of business disruption. * Identify and analyse data and undertake root cause analysis within technology areas, to ensure the optimum performance of the infrastructure. * To lead on problem and incident management, directing and coordinating resources including staff, third party suppliers and contractors as appropriate. * Develop implementation plans when dealing with requests for change, evaluating risks, and reviewing effectiveness of change once implemented and suggesting improvements to procedures governing change processes as appropriate. * To manage the commissioning and decommissioning of the Council’s physical server estate whilst adhering to SCC Datacentre best practise guidelines to ensure the integrity of the facility. * Produce documentation to support the implementation/change within technology area(s) that can be used by colleagues in the course of on-going support, or by senior management as reference material. * To perform a Technical Lead role within the ICT Technical Advisory Group, providing technical advice and guidance and conveying complex technical information to ensure that the IT strategy is optimised and adhered to. |
| **Responsible to** | Technical Team Manager |
| **Responsible for staff/equipment** | N/A |
| **Other duties/specific policies e.g. DBS** | * The post holder must carry out their duties with full regard to the Council’s Equal Opportunities Policy, Code of Conduct and all other Council Policies. * The post holder must comply with the Council’s Health and safety rules and regulations and with Health and safety legislation. * The post holder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Council records and information. * To comply with the principles and requirements of the Data Protection Act 2018 and GDPR in relation to the management of Council records and information, and respect the privacy of personal information held by the Council * The post holder must comply with the Council’s COVID-19 vaccination policy and guidance (where applicable). |