Nottinghamshire County Council

Title: **Technical Specialist**	Department: **Resources**	Post Ref:

Job Purpose

- The provision of application maintenance and technical support.

- The provision of design and build services.

- The provision of advice, training and guidance on specific technical specialism and/or applications.

- Drafts and maintains procedures and documentation for applications support.

- Provides application and system enhancements to improve business performance.

- Ensures that all requests for support are dealt with according to; set standards; an agreed service level; agreed governance standards

Key Responsibilities	Key Accountabilities
1. Within an agreed framework, takes responsibility for the provision of the maintenance and support services for allocated applications or technology.	1. To the Group, Service Managers and Business Partners for the day to day coordination of allocated Support and resources (4 - 6 people)
2. Operates as a recognised specialist resource in terms of expertise with specific development tools, technologies or knowledge of specific systems, or use of recognised methodologies and techniques.	2. To the Group, Service Manager and Business Partners for delivering service and support to agreed SLA's, within budget and to the required standards.
3. Maintains procedures and tools for the management of allocated systems.	3. To the Service Managers for provision of system maintenance and support services. This typically relates to in excess of 2000 request for Technical Support Requests, Change Requests and Technical Builds per annum.

4. Ensures that appropriate tools are available and that all staff within the teams are trained to use them.

5. Develops and maintains adequate documentation for the service and systems supported, ensuring this is relevant and accurate.

6. Responsible for the implementation of processes and procedures, tools and techniques for managing the performance of allocated systems and services and that regular checks are completed.

7. Monitors system performance and takes corrective action when appropriate and where necessary.

8. Solves system design problems, providing advice and guidance to Business Partners and operational teams to enable the successful completion of projects to improve service business performance.

9. Leads on incident and problem resolution activities for assigned applications, systems and technology.

10. Initiates actions, through Design, Build and Run teams or via system and software suppliers, to create system enhancements that will overcome known issues, resolve identified gaps, fix bugs and reduce performance problems.

11. Contributes to the preparation for new or changed services, ensuring adherence to the defined change management process

12. Maintenance of regulatory, legal, departmental and professional standards.

13. Responsible for the design, creation, testing and documenting of new and amended systems (within technical specialism), ensuring corporate standards are met in terms of: system design and specification; Governance; Change control; Interfaces and Integration; documentation and coding.

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4. To the Service Manager, Senior Management and Customers for accurate reports and updates on system performance and issues.

5. To the Business Partners, Services and Operational Teams for advice and guidance within the area of specialism.

6. To the Service Manager and Technical Design and Build Manager for the transition of new or changed solutions into the production environment.

14. Uses specialist technical skills to set up and configure solutions to meet defined business needs and improve performance.

15. Creates and executes test plans to guarantee the correct operation of completed system changes or enhancements minimising impact on staff, customers and service availability.

16. Maintains and develops knowledge of any allocated application or technical specialism and its deployment within the organisation, providing advice support and training to all teams involved.

17. Schedules and prioritises workloads (Technical Funnel), taking account of individuals' abilities, delivery timescales and the requirements of the work.

18. Ensures all work is carried out in accordance with required standards, methodology and processes and that defined management procedures are adhered to

19. Mentors and coaches less experienced managers and staff to develop their skills, experience and capability.

20. Promotes the transfer of skills, knowledge and awareness of the technical specialism to other teams.

21. Supports the Group/Service Manager, Services and Business Partners by providing management information across all services and systems allocated.

22. Joins membership and working groups, forums and committees within the post holder's area of work.

The post holder will perform any duty or task that is appropriate for the role described

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Person Specification

Education and Knowledge

1. Educated to degree level **OR** holds a professional qualification and can demonstrate proficiency in the area of technical specialism.

2. Demonstrates current and thorough understanding of system design and development and is able to assimilate and interpret advice from service and technical specialists.

3. Can demonstrate the maintenance of knowledge in the technical specialism required (to a high level).

4. Has sound knowledge of the applications / technical specialism required along with the technology involved, current developments, the most commonly available products, and the application of the specialism within a technical or business environment.

5. Has achieved high levels of proficiency at Level 5 in any SFIA skill **OR** has gained experience (typically 2 years) within a technical and/or technical support team demonstrating a good understanding of the use of IT systems and specialisms.

6. Will have substantial experience in the management of stakeholders, partners, customers and users.

7. Will have excellent written and verbal communication skills along with analytical approach to problem solving.

Personal skills and general competencies

1. Sets an excellent example of customer care for other staff.

2. Anticipates customer needs to provide excellent service continually striving to improve efficiency and effectiveness.

3. Sets challenging targets for performance allocated staff as well as delivering a high degree of personal effectiveness.

4. Ensures the Council's policies for fairness and respect are delivered including setting high personal standard.

5. Takes an active role in managing risk, health and safety and safeguarding issues.

6. Demonstrates knowledge of IT standards and codes of conduct. Eg PSN.

8. Will be thoroughly familiar with the concepts and practices required to implement and support effective IT solutions and processes.

Specialist Knowledge/Skills

9. Sound knowledge and proven track record in three or more of the following: Business process re-engineering; Software Development; Digital Design and technology; LEAN+ methodologies; Customer Relationship Management Systems; Contact Centre Technology solutions; Virtualisation; Mobile solutions; Web form design; Social care systems; Fault reporting systems; Project Management systems and tools.

10. Shows the ability to delegate, coach and mentor staff and to manage and prioritise workloads (Technical Funnel) using systems, techniques and effective resources management.

11. Demonstrates a high level of knowledge of IT System Design and Software development

12. Knowledge of ITIL

13. Has project and people management skills with knowledge of NCC's policy framework, management structures and reporting procedures.

14. Experienced user of MS Project, Word, Excel, Visio, E-mail, PowerPoint and the Internet / Intranet

Other Knowledge/Skills

15. Excellent communication and interpersonal skills in meetings, presentations and workshops.

16. Time management and team working ability are essential.

17. Presentation, written and verbal communication, numeracy skills are essential,

18. Influencing and negotiating skills to ensure high-level buy-in, commitment and resources.

19. Facilitation skills to promote creative thinking and problem solving by service delivery staff and service area specialists.

Experience

1. Two years' relevant work experience within the area of specialism.

2. Two years' experience working within a Contact Centre or Customer Support function.

3. Has achieved high levels of proficiency in the task of IT Skill Category Application support - Level 5 **OR** has gained experience (typically two years+) as a Technical Specialist demonstrating a good understanding of the use of systems used along with experience of stakeholder management.

4. Demonstrates sound knowledge and understanding of area of specialism and is able to identify business benefits to the introduction of new technology (new Call Centre Technology, Access Channel Technology; CRM systems; Portals; E-forms and Reporting Software).

Role Dimensions

• The post holder will provide a technical design and build support across the allocated areas of specialism (typically this will impact large numbers of users and services across the organisation along with external partners and customers).

- Allocated responsibilities cover all aspects of the Application Support including joint delivery with / to other public sector partners and suppliers.
- The role delivers key advice/guidance in the allocated areas of specialism such as Customer Relationship Management systems, Contact Centre Technology (telephony and access technology), Integration and Mobilisation.

- Build relationships with, and co-ordinates changes and redesign, between multiple parties e.g. Suppliers, Service Leads, IT and Digital Partners and other IT Service and Support teams.

- Building strong and effective relationships, and ensuring credibility, with a wide range of stakeholders across all Directorates in NCC, Partner Organisations, other Local Authorities plus External Suppliers.

- Engaging with stakeholders and ensuring their understanding of technical solutions that are or will be available.

- Providing support, advice and guidance at all levels in the areas of specialism.

- Technical Specialists will be grouped to support the Service & Service Managers across all areas of expertise, working flexibly to cover service hours (expected 07:30am – 20:00pm Mon – Fri and 8:00am – 12:00pm Sat)

- As well as internal customers, operational services may also be delivered to, or in conjunction with, other Public Sector Organisations and partners (e.g. District partners, Fire Service, Commissioned Services and Professional groups).