Head of Technology

Department	Chief Operating Office, Modernisation and Digital
Reports to	Group Director Modernisation and Digital
Responsible for	Leading Technology Operations
JE Ref	Civil Servant Grade 15

Job purpose

The Head of Technology will be accountable to work across all States of Jersey Functions to help shape, support and deliver the Modernisation strategic Technology operations roadmaps, processes and technologies, for the One Government Ambition.

Job specific outcomes

- Shape Technology operations ideas, concepts, services and ways of working into an agreed approach with all States functions, to create the States Strategic Roadmap and Portfolio for the modernization of Technology Operations services.

- Plan the delivery, transition and support of the modernisation Technology operations portfolio in accordance with the priorities agreed through the States of Jersey Governance Boards and Financial Approvals ensuring the States delivers, transitions and supports the right initiatives at the right time for maximum return.

- Develop and manage a planning, delivery, transition and support approach that ensures optimal allocation of States of Jersey resources and priorities, including with external suppliers to optimise efficiency and reduce delivery costs / timescales.

- Manage, track and report financial, delivery, transition and support performance of Technology operations aspects of modernisation programmes to deliver to time, cost and quality.

- Lead Technology operations, bringing best practice from outside States of Jersey and adapting it to the unique circumstances of Jersey to deliver the One Government vision.

- Ensure that, as part of service modernisation, Technology operations business processes are reviewed and improved using ITIL, Lean, Six Sigma or other similar methodologies.

- Regularly meet with States-wide stakeholder groups and representatives with a clear engagement and communications plan, to build strong relationships as a trusted partner and instill confidence in the ability of the Technology operations team to deliver outcomes and benefits for the States.

- Lead and Manage the Modernisation and Technology operations teams including at other directorates, with clear objectives to deliver the agreed benefit and outcomes for the States of jersey.

- Work collaboratively with key Change functions like the Transformation Design Authority and the CPMO to optimise delivery success and efficiencies to ensure that all Delivery is transitioned effectively into operations, allowing the States of Jersey to embed change and maximise benefits.

Provide wider professional leadership within the States of Jersey technology operations, project delivery, change management community to develop their skills and experience.

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.
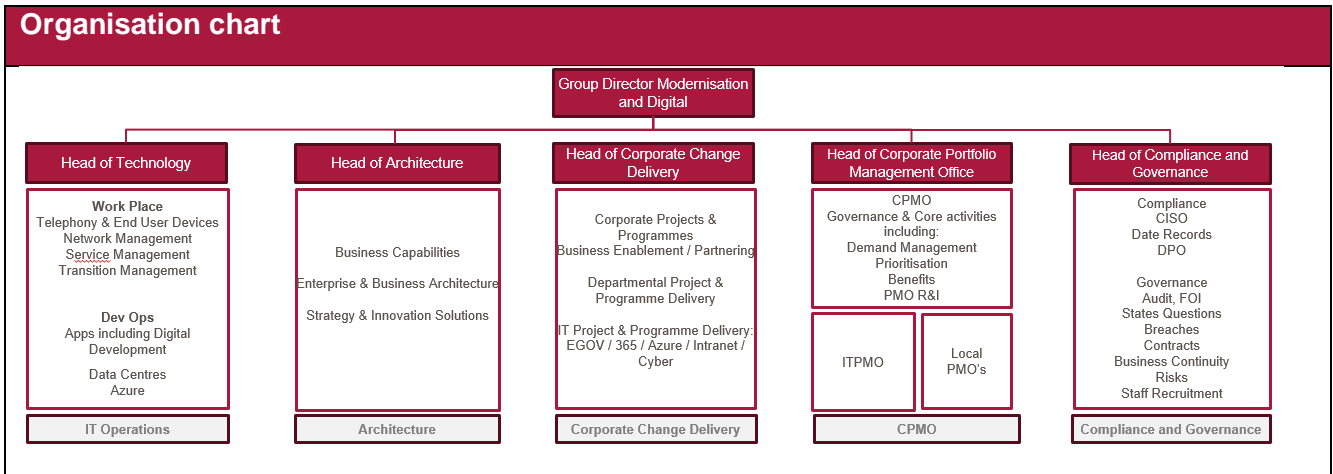
Services (TIER 1,2 and 3 jobs only)

The Head of Technology will be responsible for the development and management of the following services and resources in line with the developing Target Operating Model for the Modernisation and Digital (M&D) function of the Chief Operating Office, which may include but not be limited to:

Services:
IT Infrastructure, Telephony and Networking
Cloud and 'as a Service' Platform Operational Support
Service Desk
DevOps Application Development and Operation
User Device Support
IT and IS Service Management
Service Introduction and Transition

Organisational structure

States of Jersey

Office of the Chief Executive	Customer and Local Services
	Children, Young People, Education and Skills / Health and Community Services / Justice and Home Affairs
	States Treasurer and Exchequer / Growth, Housing and Environment / Strategic Policy, Performance and Population
	Chief Operating Office

Organisation chart

Group Director Modernisation and Digital

Head of Technology

Work Place
Telephony & End User Devices
Network Management
Service Management
Transition Management

Dev Ops
Apps including Digital Development

Data Centres
Azure

IT Operations

Head of Architecture

Business Capabilities

Enterprise & Business Architecture

Strategy & Innovation Solutions

Architecture

Head of Corporate Change Delivery

Corporate Projects & Programmes
Business Enablement / Partnering

Departmental Project & Programme Delivery

IT Project & Programme Delivery: EGOV / 365 / Azure / Intranet / Cyber

Corporate Change Delivery

Head of Corporate Portfolio Management Office

CPMO
Governance & Core activities including:
Demand Management
Prioritisation
Benefits
PMO R&I

ITPMO / Local PMO's

CPMO

Head of Compliance and Governance

Compliance
CISO
Date Records
DPO

Governance
Audit, FOI
States Questions
Breaches
Contracts
Business Continuity
Risks
Staff Recruitment

Compliance and Governance

Person Specification

Describe the knowledge, skills, experience, and qualifications required to perform the job to a satisfactory standard.

It is important to convey what the job requires, rather than what an individual might have, as these may be different. For example, you may have a postgraduate level qualification, however, an A' Level standard qualification is the requirement for the job.

ATTRIBUTES	KEY SKILLS	DESIRABLE
Qualifications Please state the level of education and professional qualifications and / or specific occupational training required.	Degree level with Strong IT and business components or equivalent experience.	Hold specialist IT theory qualifications in the Information Technology Infrastructure Library (ITIL) to expert level or equivalent, and in addition have significant demonstrable experience of application of theory. Registered with or agree to be registered within 6 months, with the British Computer Society, ideally at Professional Member grade as a minimum.
Knowledge This relates to the level and breadth of practical knowledge **required** to do the job (e.g. the understanding of a defined system, practice, method or procedure).	Demonstrate: Senior IT Leadership and Management experience at Director level of equivalent. Knowledge and experience of leading IT teams within an ITIL-aligned environment.	Service Management theory and application e.g. SIAM
Technical / Work-based Skills	Advanced skills across Service Management disciplines and execution	Experience across platforms

This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.	e.g. Incident, problem, Change IT, Continuity or Capacity Relevant industry standard toolsets and processes to improve customer service within an IT environment.	i.e. IS infrastructure, Applications, Cloud and 'as a Service' platforms
General Skills/Attributes This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.	Translation and communication of business needs into requirements that can be clearly understood by senior leadership and supply partners. Analysis of complex business and IT environments to identify critical deficiencies and the ability to set out clear recommendations for improvement. Stakeholder management skills to establish and maintain strong working relationships across a range of internal and external stakeholders. Leadership skills to enable multidiscipline IT operations and DevOps teams to integrate with programme and project management disciplines and operational delivery teams. Broad technology knowledge with a proven understanding of	

	legacy, current and emerging technologies and market trends. Commercial acumen to inform the selection of technologies to deliver best value solutions with a sustainable whole lifecycle cost. Adaptable; can quickly understand and adapt to organisational drivers, strategies, business needs and enterprise principles, whilst being open-minded yet sensitive to internal and political constraints.	
Experience This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).	Experience of managing high impact operational environments, where there have been significant resources and risks and through periods of significant transformational change Experienced in management of successful change through transformation, service redesign and service introduction Have successfully project managed significant IT projects in excess of £2m through their full life cycle Evidenced career experience of IT business relationship management (BRM)	Technical certifications in relevant disciplines e.g. ITIL, SIAM, Prince2 or the willingness to achieve certification (discipline and level/s to be agreed) within 6 months.

Personal Attributes

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 1 to 3 core accountabilities, attributes and behaviour indicators.