



Systems Integration Specialist

- Division: Chief Technical Office, Operations Directorate
- Level: Adviser (Band 2)
- Reporting to: Head of Technical Design
- Employment Status: permanent, full time
- Location: Working from Coventry office with travel to other Agency offices
- Salary: 24,337 to £34,439 per annum plus excellent pension & benefits
- Closing date: 22 February 2015

Role purpose

You will support the end-to-end integration of Mission IT and Digital Services. You'll ensure there is no disruption to 'business as usual' service delivery when new or changed services are deployed, maintaining system stability and availability in line with Service Level Agreements.

Find out more about [Mission IT & Digital Services](#).

Key accountabilities:

- Plan service integration to ensure successful transition of new or changed services, and provide assurance that existing live operations will not be negatively affected by the integration.
- Build strong relationships with customers and stakeholders, and provide them with expert advice and guidance.
- Monitor and feed into the maintenance of the Mission IT and Digital Services roadmap, ensuring interdependencies are planned for.
- Contribute to change delivery by raising change requests and maintaining a delivery schedule for new and changed services.
- Establish and maintain key relationships with internal and external service providers and partners.



- Identify and monitor risks and issues which may arise when changed or new services are introduced into the live estate.

Essential criteria:

- ITIL Foundation v3 qualification.
- Knowledge of service design and transition principles.
- Excellent interpersonal skills and oral communication. Ability to influence others.
- An understanding of agile system development.
- In depth understanding of the dependencies within the operational systems

The Civil Service Competency Framework

Our competency framework details the skills, knowledge and behaviours that lead to successful performance in the civil service.

Candidates for this role will be assessed on the following competencies at level 2:

- Leading and communicating
- Making effective decisions
- Seeing the bigger picture
- Changing and Improving
- Delivering value for money
- Delivering at pace

The framework can be found at: <http://resources.civilservice.gov.uk/wp-content/uploads/2012/07/Civil-Service-Competency-Framework-Feb2013.pdf>