

Head of Technical Operations and Infrastructure Services

- Division: Chief Technical Office, Operations Directorate
- Level: Senior Manager (Band 4)
- Reporting to: Chief Technology Officer
- Employment Status: permanent, full time
- Location: Working from Coventry office with travel to other Agency offices

Role purpose

We are looking for a Head of Technical Operations and Infrastructure Services, to help us continue our exciting technology transformation journey.

We are moving from large scale systems in traditional data centres, to a public cloud infrastructure with continuous integration environments. We're moving from typical proprietary software to open source, and from waterfall development to Agile development. You will be an advocate of Infrastructure as a Service, Platform as a Service, and Software as a Service.

In the past year, we have also transformed the SFA's end-user computing solution (MyIT). We are the first in government to have moved from Windows XP to Windows 8.1, and are offering laptops, tablets and, smartphones, with Office 365 for our e-mail and collaboration tools.

You will be leading and developing technology practice for the Agency, managing the Technology portfolio of work and establishing an agile approach. You will be leading on embedding continual integration, deployment and delivery techniques and developing a DevOps culture.

You will lead and contribute to the consistency of government architecture by sharing problems/solutions with other government architecture functions and seeking opportunities to develop or use [Government as a platform](#).

You will have many opportunities to develop your strategic and stakeholder management skills, working with senior civil servants and policy makers.

Key accountabilities:

- Take a lead role in overseeing and shaping the SFA's current and future technology roadmap. Represent CTO services and be the senior lead authority and subject matter expert on the provision and execution of our technology strategy.



- Provide technical leadership for the design, operation and continuous improvement of our ICT services, leading on security, availability, capacity, integrity and integration of our services.
- Lead on new technologies and work closely with projects to identify new technology requirements and ensure the products chosen also meet the wider Agency requirements. Ensure that our technology and infrastructure align to the government's ICT and digital strategies and supports our Business IT and digital services.
- Lead the development, implementation and continuous improvement of a System and Technology Architecture Assurance Framework, ensuring that our development teams and various suppliers comply with our principles (policies, standards and procedures) and design high quality technical services.
- Provide and operate a high quality Continuous Integration environment for insourced projects, gradually adding Application Lifecycle Management components to allow the agency to rapidly build new systems and services in ways which are secure, available, and performant.
- Ensure that our technology, system and platform architectures are robust, scalable, open and secure, with appropriate integration points/Application Programming Interfaces (APIs), to deliver a high quality user experience.
- Manage the Agency's Hosting Suppliers, including service providers providing Legacy physical infrastructure and service providers providing private and public cloud services.
- Manage an annual portfolio of continuous service improvements and maintenance work to ensure the Agency's ICT Services are compliant with government policies and standards, covering information security and operational management, and also to ensure we remain in support for the agreed contracts we have with our outsourced ICT suppliers.
- Lead a multidisciplinary team: telecoms and network, security, infrastructure, technical design authority (TDA) and DevOps.
 - Lead a team of technical experts to provide technical design, build and assurance, within agile delivery projects to ensure that ICT services have been designed to be built to run.
 - Lead a team of DevOps Engineers who will be working within multidisciplinary service teams to help design, build and run ICT Services that are easy to operate, scalable and are secure.



Essential criteria:

- Significant experience in ICT strategy development, service transformation and service delivery processes, through the analysis and assessment of the strategic information, systems and technology requirements in policy development and business strategies. A sound track record of delivery in the public and/or private sector.
- Extensive knowledge of the principles and practices of ICT Architecture and experience of working within defined Architecture Frameworks and processes (such as TOGAF, Zachman or MODAF).
- A demonstrable track record of delivery using agile techniques in all areas of ICT Architecture, including application, infrastructure and security, for medium to large organisations.
- Extensive knowledge of the tools and techniques required to develop architecture and design artefacts across application, infrastructure and security domains.
- Significant understanding of government strategies, policies and standards in relation to delivering IS/IT systems, organisations, strategies and processes.
- Significant experience of working with, and governing, outsourced suppliers and product vendors and evaluating solution architecture proposals against business requirements.
- An excellent understanding of key technologies (including Microsoft, Oracle, and Open Source).
- Strong educational background. Educated to degree level or equivalent, with appropriate ICT qualifications.
- Excellent interpersonal and influencing skills, with a strong track record of building relationships and networks with people at all levels, including senior business and board stakeholders.

Desirable Criteria:

- Broad knowledge of the education sector
- Experience of running projects and programmes using PRINCE2/ Agile methodologies
- Experience of running development teams focusing on providing continuous integration services
- Experience of working within a multi supplier environment incorporating SMEs.