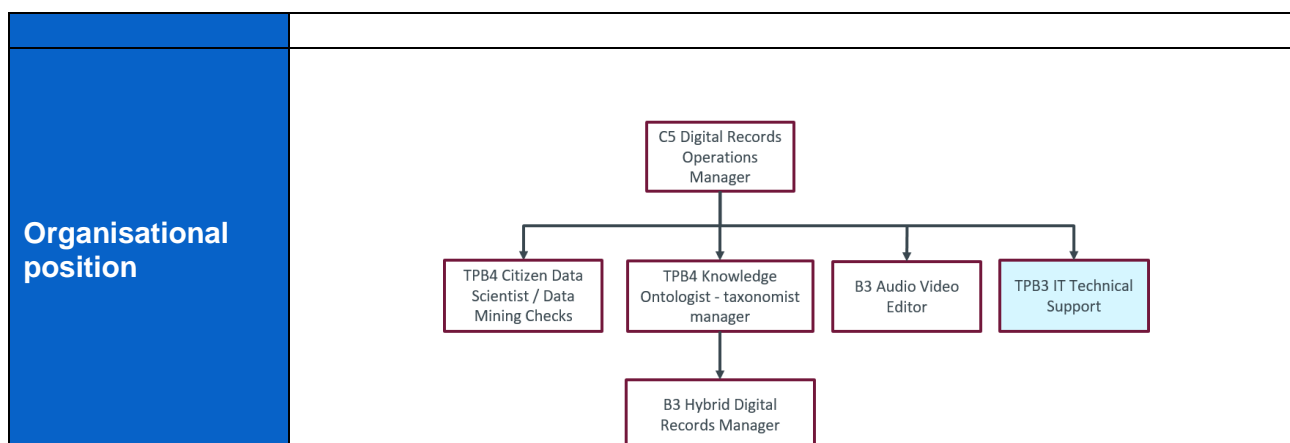




Role Profile

Role Title	Sensitivity Review IT Technical Support Officer
Business group and team	Digital & Innovations Office FCDO Services
Job Purpose Overview	<p>The Sensitivity Review Service team is responsible for the sensitivity review of customers' records to determine whether records should be released or withheld under Freedom of Information Act (FOIA) and Public Record Act (PRA) exemptions.</p> <p>The Sensitivity Review Service is delivered as a managed service by FCDO Services, within Global Digital Technology. In September 2018 FCDO Services extended the paper-based sensitivity review service with an end-to-end digital sensitivity review, redaction, microfiche digitising and transfer to The National Archives of digital-born records.</p> <p>As the service takes shape, there is a requirement to recruit and scale up the digital delivery team to meet the growing digital service demand. As such, technical systems support is critical to the growth of the Digital Sensitivity Review Service. This is a multi-skilled IT-support requirement and you will likely not have all of the skills required from the-onset. This is an opportunity to work alongside our collaboration partner and an experienced IT resource in order to meet our service requirements.</p> <p>Close collaboration will be required with all the members of our small digital review team in order to understand the operational requirements of the digital systems in operation. The role will require collaborative working with our IT colleagues in GDT HP38 and our third party supplier in order to act as an important bridge between the technical third party supplier and FCDO Services delivery.</p> <p>This role is the first technical appointment to support this new digital service. You will need a service-oriented mind set in order to establish and deliver effective technical support for a variety of electronic record management systems being introduced into service. This is a key role with the day to day operational delivery of specialist redaction equipment, digitisation equipment and the evolving digital sensitivity review and transfer system.</p> <p>The role is based at Hanslope Park. Some travel to London may occasionally be required for visits to The National Archive or other stakeholders.</p>



Date Updated	13 Nov 2020		Updated By	JG	
Current / Applied Grade	TPB3	Job evaluation date	12 Nov 2020	Confirmed grade	TPB3
Level of Security Clearance	SC DV	Yes			

JOB RESPONSIBILITIES

Main responsibilities, focusing on the required outputs:

Main Technical Support Functions - Infrastructure Support

- Establish extensive technical knowledge of the systems and be the 'go-to' person in the DSR department for IT system support;
- You are required to work alongside our experienced collaboration partner's IT resource in order to provide a wide range of IT support to the Digital Sensitivity Review (DSR) team;
- Your role will provide operational user support to four principle areas of technology used within our DSR Service:
 - Support very basic IT user problems for the Sensitivity Reviewers;
 - Technical system support of the redaction service laptops, bit-lockers, printers and scanners;
 - Technical system support of the Microfiche digitisation scanners, printers and ad-hoc readers;
 - Technical support of the DSR platforms, servers, network, remote backup and disaster recovery and desktops.
- You will maintain a wide range of technical stakeholders across FCDO Services in order to facilitate cross-FCDO Services support with network components, backup, disaster recovery, hosting and other DSR service components.

Main Technical Support Functions - Administration

- Responsible for adding new users to the DSR systems and assisting with locked accounts for the Sensitivity Review Service, Team Cicero members and FCDO Archive Management team users;
- Responsible for ensuring that the backup and disaster recovery systems remain operational. Your knowledge of Veeam will assist with this requirement;
- Responsible for ensuring the crypto system remains operational;
- An understanding of VMware will enable you to support backup functions;
- Responsible for security log exports to other SOC's to enable security analysis;
- You will support our records manager with the drafting of DPIA requirements.

Main Technical Support Functions - Software and Application Support

- You are responsible for the import and export transfer of customer files using the correct tools and understand the importance of maintaining the integrity of the historical digital record;
- Responsible for understanding the third party development of all AI and assisted technologies in progress such that you are able to assist with integration challenges should they arise;
- Responsible for the Security, Confidentiality, Integrity and Availability of the systems and data at all times. You will ensure that all data remains air-gapped and secure;
- The ability to correctly diagnose and fault simple network issues in order to restore the system or upward manage to the network team to resolve;
- Responsible for the managed move of our DSR servers or other equipment to dedicated hosting environments;
- Responsible for bit-locker management and other crypto requirements, solving problems and issues should they arise.

Changing and Improving

- You are responsible for the management and oversight of the FCDO Services Application development support in order to ensure continuous development improvement of a visual basic coded (VBA) spreadsheet used for a critical paper review function;
- Embrace change and the digital sensitivity review challenge through all stages of the System creation and our eventual Full Operating Capability.

Learning and Growth

- Keep abreast of developments within FCDO Services and where appropriate, those of key stakeholders such as the FCDO and The National Archives with matters relating to Digital Sensitivity Review;
- Establish an understanding of the Digital Sensitivity Review market place and potential competitor products and services in order to understand how our FCDO Services products compete;
- Maintain own professional development knowledge;
Training in line with annual Personal Development Plan.

KNOWLEDGE AND KEY SKILLS

Essential:

- 3 years' minimum experience in IT support;
- Customer-side supplier management experience;
- System administration skills;
- Strong generalist IT skills;
- Basic network infrastructure and fault finding ability;
- An interest in AI and Intelligent Automation systems;
- A high level of security awareness;
- Good presentational and communication skills;
- Strong interpersonal skills;
- Critical thinking and problem solving skills;
- Excellent judgement

Desirable:

- Knowledge of Microsoft Visual Basic (VBA), Microsoft Server 19 and Microsoft Office version 2019 installed on workstations;
- Knowledge of Microsoft Active Directory;
- Knowledge of Linux;
- Knowledge of Docker, including Docker for Windows
- Ability to use Hyper-V Virtual Machines
- A strong understanding of the business of FCDO Services;
- An appreciation or interest in Public Records and Data Protection Act, Freedom of Information Act, Information Commissioner (ICO) guidance.

CORE BEHAVIOURS

Top three for job:

- Managing a Quality Service
- Communicating & Influencing
- Changing and Improving

CRITICAL SUCCESS FACTORS

Success measured and evidenced by:

- High quality service delivery of all IT systems used in Digital Sensitivity Review;
- The enablement of digital files sensitivity reviewed and transferred to TNA, in line with customer programme requirements;
- The successful development of the Initial Operating Capability, Full Operating Capability and beyond;
- Strong working relationships with HP38 staff;
- Management Information provided to FCDOS Senior Management;
- Continuous service improvement plans in place.

Budget Responsibility?	If YES, how much:	If NO can they authorise payments?
No	£ per annum	Yes
Reports to: (Role Title and Grade)	C5 Digital Records Manager	
Direct Reports: (Number and grades of staff)	N/a	