



Role Profile

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| Role Title | Senior Engineer Application Operations |
| Business group and team | GDT Operations (Hosting) |
| Job Purpose Overview | <p>The Senior Engineer Application Operations role requires the resolution of complex technical problems and incidents that Application Engineers are unable to resolve. They manage, coordinate and prioritise tasks to resolve technical incidents as quickly as possible including the development of resolutions when there is no available precedent for a problem. They will deputise for the Lead Application Engineer in their absence.</p> <p>They work closely with Infrastructure, Project Managers, Developers and Incident Managers to fix technical problems. Identify and escalate repeat issues to the Lead Application Engineer, the Incident or Problem Manager and software developers, as appropriate and work to develop solutions to mitigate future recurrence.</p> <p>Demonstrate our FCDO Services values of Professional, Innovative, Collaborative, Trusted and Unique to our internal and external customers. Mentoring and coaching of Engineers and Associate Engineers.</p> |
| Organisational position | <p>Role within Hosting team:</p> <pre> graph TD SO[Service Owner Hosting] --- STA1[Senior Technical Architect] SO --- STA2[Senior Technical Architect] STA1 --- TA[Technical Architect] SO --- PaaS[PaaS Team] SO --- IaaS[IaaS Team] SO --- Networks[Networks Team] PaaS --- LEA[Lead Engineer Application Operations] IaaS --- LEI1[Lead Engineer Infrastructure Operations] Networks --- LEI2[Lead Engineer Infrastructure Operations] LEA --- SD[Senior Developer (x4)] LEA --- SEA1[Senior Engineer Application Operations (x5)] LEA --- EA1[Engineer Application Operations (x1)] LEA --- AEA1[Associate Engineer Application Operations] LEI1 --- SEIO1[Senior Engineer Infrastructure Operations (x12)] LEI1 --- STA3[Senior Technical Architect] LEI1 --- EIO1[Engineer Infrastructure Operations (x5)] LEI1 --- AEO1[Associate Engineer Infrastructure Operations] LEI2 --- STA4[Senior Technical Architect] LEI2 --- SEIO2[Senior Engineer Infrastructure Operations (x3)] LEI2 --- EIO2[Engineer Infrastructure Operations] LEI2 --- AEO2[Associate Engineer Infrastructure Operations] STA3 --- TW[Technical Writer (x2)] </pre> |

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| Date Updated | 28 May 2020 | | Updated By | KT | |
| Current / Applied Grade | TPB5 | Job evaluation date | 10/12/2019 | Confirmed grade | TPB5 |

JOB RESPONSIBILITIES

- **Incident management** - Coordinates the response to incident reports, ensuring relevant prioritisation and detail to allow effective investigation. Identifies the correct procedures or channels for resolution and monitors resolution activity and progress updates to customers. Understands key change management tools and processes. Identifies and registers incidents, gathering the required information and allocating to the appropriate channel.
- **Problem management** - Understands and identifies problems, analysing and helping to identify the appropriate solution. Is able to classify and prioritise problems, document their causes and implement remedies. Initiates and monitors actions to investigate patterns and trends to resolve problems, including consulting specialists, and researching solutions where required. Determines the appropriate remedy, creating new work methods to provide continuous performance improvement and assists with implementation of it as well as preventative measures.
- **Change management** - Able to manage changes to service, configuration items, organisational change, supplier change and associated documentation. Able to request changes due to incidents or problems to provide effective control and reduction of risk to the security performance and availability. Ensures compliance of the business services impacted by the change. Understands policy, principles and approach. Applies understanding and knowledge in project or programme activities. Develops experience in the use of key change management tools and processes. Able to analyse and assess impact, develops and documents change requests. Implements changes based on requests for change.
- **Technical specialism** - Has an in-depth knowledge of Windows server operating systems and SCOM for OS and application deployment. Knowledge of software delivery lifecycle and its adherence through a DevOps process. Has knowledge of logical schemata to investigate problems, collect performance statistics and create reports. Able to carry out routine configuration, installation and reconfiguration of database and related products. Optimises performance and forecasts resource needs. Uses technical expertise to provide advice customers and senior managers/ stakeholders.
- **Service reporting** - Takes management information and consolidates agreed key performance indicators into product or service measures that underpin service management of a specific product or service. Produces the relevant reports in a standard format in an agreed timeframe. Works with key stakeholders to discuss and prioritise changes in the reporting processes. Able to add a commentary that provides an interpretation for the data set. Makes clear recommendations to support continuous improvement.
- **On-call** – Must join FCDO Services on-call rota.

KNOWLEDGE & KEY SKILLS

Essential:

- Ability to manage and mentor junior staff members, reporting to the Lead Engineer, Service Owners and VIPs when necessary
- Excellent written and verbal communication skills with the ability to communicate clearly at all user levels (internal and external customers)
- Excellent problem solving skills, uses technical expertise to adapt and resolve customer / business issues.
- Ability to write KBA's, high and low level technical and functional documentation

- Provide authoritative technical advice and successfully influence the teams that they liaise with on the best technical solutions and process improvements.
- Extensive knowledge of Windows Server and Office suites, including Windows SQL, SharePoint and AZURE Services, MS CRM Dynamics, MS Office 2013, 2016 and Office365
- Support experience of the following is required: SQL, CRM, SharePoint, Application Hosting on virtualised platforms including Citrix, VMWare
- Ability to take initiative, identify and respond to business service requirements; prioritising and managing workload effectively to ensure tight deadlines are met
- Demonstrates the ability to organise and prioritise work to achieve tight deadlines
- Deliver training to high level customer representatives and users
- Previous experience of working in a high pressured, fast paced team
- Experience of technologies in an enterprise environment and virtual environments
- Experience of Service Desk toolsets

This role should demonstrate knowledge and skills at SFIA level 5.

- Systems Installation/Decommissioning
- Customer Service Support
- IT Infrastructure

Knowledge required of the Digital Data and Technology Profession Framework (DDaT Skills Levels) for the Senior Engineer Application Operations role:

<https://www.gov.uk/government/publications/senior-engineer-application-operations-skills-they-need/senior-engineer-application-operations-skills-they-need>

| Skill | Skill level |
|---|--------------------|
| Change management | Working |
| Incident management | Working |
| Ownership and initiative | Working |
| Problem management | Working |
| Service focus | Working |
| Technical specialism | Working |
| Testing | Working |
| Understanding of service management framework | Awareness |
| User focus | Working |

Essential (Professional Qualifications and Accreditation):

- A Levels / AS Level / NVQ Level 3 / Access to Higher Education Diploma / Advanced Apprenticeships. Preferably in a Computer Science, Computer Systems, Networking / Digital Data Communication or Science, Technology, Engineering or Mathematics (STEM) subjects or relevant job experience.
- Agile Methodologies Foundation, BCS Agile Foundation Certificate, equivalent accreditation or relevant job experience.
- Technical Qualifications, Accreditation or relevant job experience:
 - ITIL Foundation V3 Certification
 - SQL 2008R2/2012/2016
 - SQL SRS Services
 - SQL Server Scripting, Queries and Reporting
 - IIS
 - MS Windows 2008/2012/2016 Server
 - MS SharePoint 2007/2010/2013

Desirable:

- Strong understanding with traditional Windows Server Domains and Cloud technologies
- Experience in working within a secure environment
- Good working knowledge of Virtualized environments
- Knowledge of Internet Information Server and web hosting
- Server Infrastructure
- MS CRM Dynamics knowledge
- Experience in working alongside many aspects of the ITIL3 environment such as production, problem & change management, and quality assurance.
- The ability to create and support Operational Process documentation, for use across the business
- Strong numerical and analytical skills

Desirable: Digital Data and Technology Profession Framework (DDaT Skills Levels):

<https://www.gov.uk/government/publications/senior-engineer-application-operations-skills-they-need/senior-engineer-application-operations-skills-they-need>

| Skill | Skill level |
|--------------------------------------|--------------------|
| Asset and configuration management | Working |
| Availability and capacity management | Working |
| Broad technical understanding | Working |
| Continual service improvement | Working |

Desirable (Professional Qualifications and Accreditation):

- ITIL Foundation V4 Certification
- Microsoft Certified Database Administrator (MCDBA)
- Microsoft Certified IT Professional (MCITP)
- Microsoft Certified System Engineer (MCSE)

CORE BEHAVIOURS

- Managing a Quality Service
- Making Effective Decisions
- Working Together

CRITICAL SUCCESS FACTORS

Success measured and evidenced by delivery against stated goals and objectives covering at a minimum:

- Prioritises tasks and understands business needs. Measures the impact of their work. Ensures that services are available for users (99999 approach). Proactively manages problems which underpin service availability by employing programme, project and risk management methodologies appropriately.
- Works in a no-blame culture and feels empowered to make judgement calls. Makes the right decisions at the right time based on the information and evidence available. Takes measured risks and learns from mistakes. Visualises, articulates and solves complex problems and concepts. Applies logical thinking and information from analysis using comprehensive tools and techniques to make and validate decisions.
- Ensures that technical terminology is business-oriented. Translates technical terminology and asks the right questions to find solutions.

- Is a good team player and works effectively across IT operations. Is able to manage challenging relationships with internal and external teams and suppliers. Demonstrates the FCDO Services values and someone the engineers aspire to.

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| Budget Responsibility? | If YES, how much: | If NO can they authorise payments? |
| N | £ N/A per annum. | N |
| Reports to: (Role Title and Grade) | Lead Engineer Application Operations | |
| Direct Reports: (Number and grades of staff) | None | |