



# Role Profile

|                                |   |
|--------------------------------|---|
| <b>Role Title</b>              | Lead Engineer Application Operations  |
| <b>Business group and team</b> | GDT Operations (Hosting)  |
| <b>Job Purpose Overview</b>    | <p>The Lead Engineer Application Operations role has management responsibilities for the engineers in their team and will deputise for the Service Owner in their absence.</p> <p>They will creatively solve problems that require innovative solutions, including fixing issues. Creating and documenting new ways of working. They will manage, coordinate and prioritise tasks to resolve technical incidents as quickly as possible and are able to perform an extensive range and variety of complex activities. They will be required to attend Daily Stand-Ups and Weekly Operational Service Meetings to provide expert advice and guidance.</p> <p>They work closely with the engineers to fix complex technical problems, managing recommendations and options. Implementing suggestions for system and business improvements. The ongoing mentoring of colleagues is a fundamental requirement, leading by example and demonstrating our FCO Services values of Professional, Innovative, Collaborative, Trusted and Uniqueness to our internal and external customers.</p> <p>They will also work to resolve all incidents and manage problem tickets through to conclusion; escalating service issues and providing recommendations to the Service Owner enabling management of potential contractual issues. Working as part of the major incident team (Problem Manager, Incident manager, Developers etc.), they will use innovative problem solving or adapt existing solutions to resolve customer service outages in a timely manner.</p> <p>Ensure that all team members proactively update the various CMDB's and build documentation to ensure that customer data integrity is maintained with the highest degree of accuracy possible.</p> |
| <b>Organisational position</b> | <p>This role in the Hosting team:</p> <pre>graph TD     SO[Service Owner<br/>Hosting] --&gt; Apps[Applications<br/>Lead Engineer<br/>Application Operations]     SO --&gt; Infra[Infrastructure<br/>Lead Engineer<br/>Infrastructure Operations]     SO --&gt; Net[Networks (6)<br/>Lead Engineer<br/>Infrastructure Operations]     SO --&gt; Arch[Arch. &amp; Design (4)<br/>Senior Technical Architect]          Apps --&gt; UKVI[UKVI Team (6)<br/>Senior Developer (x3)<br/>Senior Engineer Application Operations (x3)]     Apps --&gt; App6[Application (6)<br/>Senior Developer (x1)<br/>Senior Engineer Application Operations (x2)<br/>Engineer Application Operations (x1)<br/>Associate Engineer Application Operations (x1)]          Infra --&gt; IA[Infra. Assurance (5)<br/>Engineer Infrastructure Operations (x1)<br/>Associate Engineer Infrastructure Operations (x2)]     Infra --&gt; I11[Infrastructure (11)<br/>Senior Engineer Infrastructure Operations (x11)]          Net --&gt; SEIO[Senior Engineer Infrastructure Operations (x3)]     Net --&gt; EIO[Engineer Infrastructure Operations (x1)]          Arch --&gt; STIA[Sr Technical Infrastructure Architect (x1)]     Arch --&gt; TIA[Technical Infrastructure Architect (x2)]</pre>  |

|                                |               |                            |                   |                        |      |
|--------------------------------|---------------|----------------------------|-------------------|------------------------|------|
| <b>Date Updated</b>            | 20 April 2021 |                            | <b>Updated By</b> | LG                     |      |
| <b>Current / Applied Grade</b> | TPB5          | <b>Job evaluation date</b> | 05/09/19          | <b>Confirmed grade</b> | 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 allocates incidents to the most suitable team member, ensures service calls are updated appropriately and regularly, change tasks closed off and service requests resolved as soon as possible.
- **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 where required. Determines the appropriate remedy and assists with implementation of it as well as preventative measures. Able to effectively communicate to the customer and wider teams on the extent of the problem.
- **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 Servers operating systems and application deployment. Knowledge of software delivery lifecycle and its implementation and management through a DevOps process. Has knowledge of logical schemata to investigate problems, collect performance statistics, make recommendations, advice senior leaders on options and create reports. Able to carry out 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 any 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.
- **Project Delivery / Support** – Has comprehensive experience in supporting the delivery of technical projects to customers working within both waterfall and Agile frameworks. Supports project scoping, resource allocation and costing to provide value for money to both customer and Hosting.
- **Financial Responsibility** – Ensure that all financial outgoings are appropriate, necessary and approved by the various budget holders. Use GPC card responsibly and ensure that all transactions are accountable and in line with accepted value for money principles. Responsible for ensure line managed staff time sheets are correctly recorded.

## KNOWLEDGE & KEY SKILLS

### *Essential:*

- Ability to manage staff members and lead the team in the absence of the Service Owner, reporting to the Hosting Service Owner and VIPs when necessary.
- Attend and represent their team at the Daily Stand-Up and Weekly Ops Service Meetings where they inform colleagues of service issues and their resolution plan for the day.
- Chair Team Meetings and lead Weekly Huddles
- Ability to act as Technical Point of Contact for Major Incidents and running operational bridge calls.
- Excellent written and verbal communication skills with the ability to communicate clearly at all user levels (internal and external customers)
- Excellent problem solving, analysis, research and report / documentation writing skills.
- Extensive knowledge of Windows Server and Office suites, including Windows SQL, SharePoint and AZURE Services MS CRM Dynamics. Support experience of the following is required: SQL, CRM, SharePoint, Application Hosting on virtualised platforms including Citrix, VMWare, AWS
- Ability to write KBA's, high and low level technical documentation
- Ability to take initiative, identify and respond to business service requirements; 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 in working within a secure environment
- Experience of technologies in an enterprise environment and virtual environments
- Experience of Service Desk toolsets

### *Desirable:*

- Comprehensive experience working with Project delivery to support agreed outcomes.
- Strong experience of working within a DevOps model.

*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 this role:*

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

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

*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 or equivalent accreditation or relevant job experience.
- ITIL Foundation Certification
- SQL 2016/2017/2019
- 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
- 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/lead-engineer-application-operations-skills-they-need/lead-engineer-application-operations-skills-they-need>

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

*Desirable (Professional Qualifications and Accreditation):*

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

**CORE BEHAVIOURS**

- Managing a quality service
- Making effective decisions
- Leadership

## 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 FCO Services values and someone the engineers aspire to.

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|---|---|---|
| <b>Budget Responsibility?</b>                           | <b>If YES, how much:</b>                        | <b>If NO can they authorise payments?</b> |
| N   | £ N/A per annum.                                | N   |
| <b>Reports to:<br/>(Role Title and Grade)</b>           | Hosting Service Owner - TPB6                    |   |
| <b>Direct Reports:<br/>(Number and grades of staff)</b> | Up to 15 people (Apprentices, TPB3, TPB4, TPB5) |   |