



Role Title	Lead Engineer – Infrastructure Operations M365		
Job Family	Digital, Data and Technology	Sub Category	IT Operations
Behaviours	<ul style="list-style-type: none"> Seeing the Bigger Picture Changing and Improving Developing Self and Others Leadership Charter 		
Purpose	Lead a team of engineers to delivery services that meet or exceed customers' service requirements.		

Key Accountabilities

- Direct, engage, performance manage, coach and develop a team of engineers to drive high performance;
- Manage, coordinate and prioritise the work of the team, directing others to ensure requirements are met;
- Manage, coordinate and prioritise tasks to resolve technical incidents and work closely with the team to fix complex technical problems, providing options and advice;
- Resolve level 3 incidents and manage problem tickets through to conclusion; as part of the major incident team resolve customer service outages in a timely manner;
- Escalate service issues and provide recommendations to the Service Owner to enable management of potential contractual issues;
- Produce management information reports and commentary on service performance, potential service improvement and service issues;
- Ensure that documentation, including team procedures and asset/configuration management information, is maintained accurately;
- Maintain own professional development and expertise in the latest technologies and best practice to support and grow the business

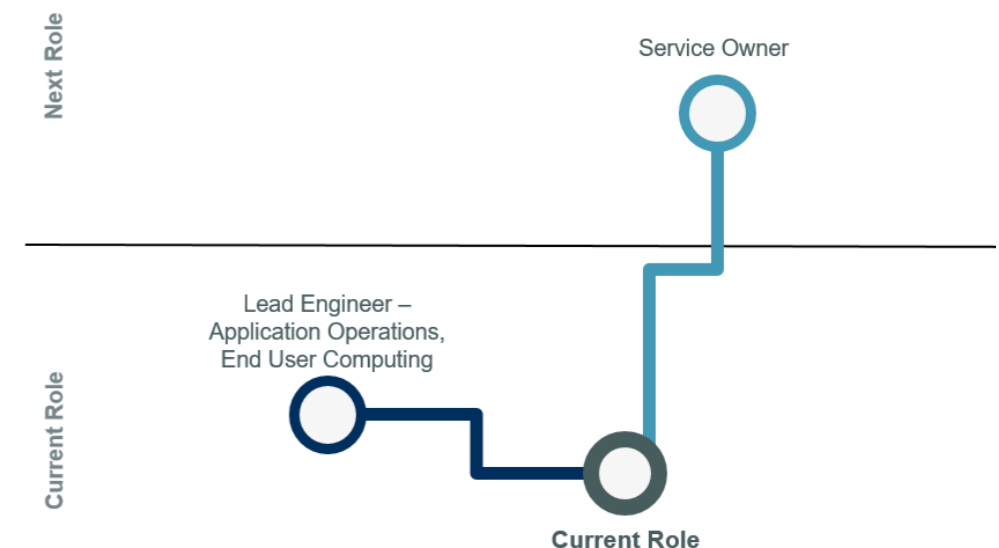
Authority and Scope

- Provide authoritative technical advice and guidance;
- Generate and apply innovative solutions to complex technical problems;
- Ensure that all financial outgoings are appropriate, necessary and approved by the various budget holders;
- Line manage a team of operations engineers

Internal and External Communications

- Manage relationships with customers, translating and interpreting technical terminology;
- Work closely with IT / Digital colleagues to fix technical problems; attend and represent their team at the Daily Stand-Up and Weekly Ops Service Meetings; Chair Team Meetings and lead Weekly Huddles;
- Deliver training to high level customer representatives and users;
- Manage relationships with external teams and suppliers

Potential Next Career Moves



Skills

- Incident management;
- Systems operations;
- Problem-solving;
- Analyse, interrogate and evaluate data;
- Draft/author professional/technical documents;
- Interpret professional/technical documents;
- Problem management;
- Incident management;
- Change and release management;
- DDaT Role: Lead Engineer – Infrastructure Ops

Qualifications, Knowledge and Experience

Essential

- Agile & ITIL Foundation level / relevant experience;
- Microsoft role-based certification – Associate, and relevant product certifications;
- Practitioner level knowledge and experience of products and tools;
- Substantial experience in relevant roles, including technologies in enterprise and virtual environments and of working within a secure environment;
- Experience of working in a high-pressured, fast-paced team

Desirable

- Subject Matter Expertise in a key technology, tool or product;
- Experience of working within a variety of ITIL3 environments;
- Experience of working within Government sector;
- Strong numerical, problem solving and analytical skills;
- Report creation, writing and presentation skills;
- Project Management skills