



ROLE DESCRIPTION

Job Title	IT Technical Specialist
Salary Band	SCP 33 – 36
Reporting to	Principal Solutions Architect
Directorate	Corporate Development
Service Area and sub area	Digital Services
Political Restriction	N/A

1. Primary Purpose of the Post
The IT Technical Specialist is responsible for: • TRANSITION: To transition IT solutions from design and build phases into an operational environment. • OVERSEE: To provide expertise to the procurement and selection of IT solutions. To guide the team through the design and build life cycle to ensure the delivery of fit-for-purpose IT solutions to LCRCA, its customers and partners. • CONTRIBUTE: To be a contributing member of the wider IT Team, transitioning technical aspects of our services. • SHARE: To act as a point of technical excellence within the wider IT team, to lead by example; share knowledge and best practice guidance and help to develop staff and promote succession planning.
2. Your responsibilities
• System and Service Availability • Provision of IT support • Validation and testing of maintenance schedules for all equipment and systems • Initial setup and testing of performance monitoring • Setup of automated alerting system • Contribute to production of disaster recovery plans • Provide knowledge expert support and advise Documentation • Contribute towards the Design and Build documentation and present at meetings where required • Follow documentation such as build guides and test plans and feedback on accuracy and quality • Raise, implement, and update Requests for Change before amending live services



- Create user guides, technical documentation, and Standard Operating Procedures

Delivery

- Liaise with Solutions Architects and Project Managers to agree solutions and tasks
- Carry out allocated tasks in line with project plan and solution documentation
- Test solutions as per the documented test plan and feedback issues
- Liaise with suppliers and internal departments to replicate and resolve any issues
- Understand and apply LCRCA and industry standards
- Apply upgrades or changes to existing solutions in line with 3rd party or cyber security recommendations
- Carry out regular checks to ensure solutions are up to date and secure

Transition Solution

- Complete implementation tasks and carry out system testing, support users during User Acceptance Testing
- Creating or updating go live documentation
- Liaison with Operations staff to test alerting and monitoring facilities
- Testing of backup and restore plans
- Provide solution and handover training for the wider IT team
- Provision of early life support for solutions

Contribution to LCRCA IT Team

- Implementing fit for purpose solutions and sharing knowledge with the wider team for support purposes
- Undertaking disaster recovery exercises
- Assisting with the investigation into and documentation of incidents escalated to 3rd line for technical support
- Timely intervention and resolution of allocated incidents
- Contribute to major incidents and reviews
- Advise at technical change advisory and IT Security boards where appropriate
- Availability to attend in emergency situations outside of normal working hours
- Availability to conduct planned work out of hours to minimise service disruption
- Work closely with colleagues to promote best practice and keep up to date with industry trends

3. General Corporate Responsibilities

- To participate in all aspects of training and development as directed, use all relevant learning opportunities to improve personal skills and to improve the effectiveness and efficiency of IT services.
- To contribute towards achieving corporate efficiency targets and initiatives.



- To ensure the Combined Authority's commitment to equal opportunities is demonstrated through promoting non-discriminatory practices in all aspects of work undertaken.
- Ensure all work complies with statutory requirements and with the Constitution of the LCRC, including Standing Orders and Financial Regulations of the Combined Authority.
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice, and the Combined Authority's safety plan.
- This job description is not intended to be prescriptive or exhaustive and is issued as a framework to outline the main areas of responsibility at the time of writing.

PERSON SPECIFICATION

Job Title: IT Technical Specialist

Criteria		
Qualifications and Training	E = Essential D = Desirable	Identified By
Hold an industry standard accreditation e.g. MCSM, MCSA, MCSE.	D	A
ITIL v3/4 Foundation.	D	A

Experience and knowledge	E = Essential D = Desirable	Identified By
Significant experience in an IT technical role.	E	A,I
Substantial experience of working in a number of technical areas such as: Security, Storage solutions, Cloud connectivity, Microsoft 365; SQL; Oracle; Web services; Power BI	E	A,I,P
Proven hands-on technical experience of applications and systems in a Cloud, Server or Desktop environment	E	A,I,P
Proven experience of delivering 3rd Line IT Support.	D	A, I
Proven experience of technical delivery including implementation and handover to live environment	D	A, I,P
Demonstrable experience of delivering technical solutions to time and budget.	D	A, I,P
Knowledge of IT security standards and best practice.	E	A, I,P
Experience of a wide range of enterprise infrastructure and application software.	D	A,I
Experience of IT Service Management processes.	E	A,I

Skills and abilities	E = Essential D = Desirable	Identified By
Excellent problem solving and analysis skills.	E	A, I
Ability to communicate effectively at all levels both verbally and in written form.	D	A, I
Negotiation skills.	D	A, I
Demonstratable leadership & performance management skills.	D	A, I
Ability to prioritise workload and work to conflicting deadlines.	D	A, I



Personal Attributes	E = Essential D = Desirable	Identified By
Determination to deliver.	D	A,I,P
Commitment to continuing professional development.	D	A,I
Committed to helping all areas of the LCRCA to deliver their service plans which underpin the pledges made by the Metro Mayor to the residents of the Liverpool City Region.	D	A,I

Core Behavioural Competencies	E = Essential D = Desirable	Identified By
Ability to work effectively and efficiently from home and in the office.	E	A,I
Flexible approach to workload and working pattern when required.	E	A,I

Key to Assessment Methods:

I – Interview	A - Application	P – Presentation
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