

**Directorate:** Deputy Chief Executive's Dept.

**Unit/Section:** Technology

**Grade:** KR11

**Responsible to:** Strategic Solutions Lead

### **Purpose of the Job:**

The Technology Solutions Officer, working with Business Relationship colleagues in the ICT Client function, helps Council directorates to understand their business needs and how technology could help them meet those needs, defines and documents their requirements for specific ICT solutions, works with the technology partners to create a solution design acceptable to the directorate, and commissions the implementation of the solution.

### **Main duties and responsibilities:**

1. Working through and with the Business Partners and Business Analysts, helps the Council's directorates to understand how ICT could meet specific business needs, creating the high level technical solution, assisting the directorate in creating the outline business case, and setting expectations for the efficacy, likely costs, risks and implementation timescales of the proposed solution.
2. Ensures that business solutions align with the Council's technical Design Authority.
3. Where the directorate in question wishes to proceed, works with them to define their requirements in more detail, examining as appropriate the broader context to include analysing current working processes, existing ICT solutions and other relevant factors, and advising on improvements that would be helpful.
4. In consultation with technology partners who will undertake the work, plus the directorate who will be the end customer, specifies the ICT solution in a form the directorate can understand and agree to, being clear about what they will receive, in what timescale, and for what cost, defining as necessary review points at which the directorate will be assured of satisfactory progress, and working with the directorate to create a more detailed business plan.
5. Upon approval by all parties, and having secured the budget and any necessary governance approval, working in consultation with the PMO to commission the work with the technology partner, ensuring that there is a detailed quotation against the specification, and creates the appropriate project documentation to describe how the work will be done. From that stage onwards implementation is overseen by the PMO, but the Technology Solutions Officer continues to be informed of progress, and may by agreement with the directorate sit on the Project Board to assist, or deputise for, the Senior User.

6. The Technology Solutions Officer will ensure that he/she is familiar with the progression into service of all current and recent ICT solutions, in order to be as well informed as possible about the benefits and risks of current technology being implemented within the Council, is familiar with lessons learned from both creating and implementing solutions, and aware of perceptions across the business of recent ICT solutions.
7. Take the lead in positioning KCC at the leading edge of local authority ICT by networking, researching, benchmarking and collaborating with partners and peer organisations to follow and create best practice and continuous improvement in terms of ICT solutions.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

## Kent County Council

### Person Specification: Technology Solutions Officer

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The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	<ul style="list-style-type: none"><li>• Degree level education or equivalent</li><li>• MCSE or equivalent preferred</li></ul>
EXPERIENCE	<ul style="list-style-type: none"><li>• Experience of successfully creating complex ICT solutions, ideally in a local government context</li><li>• Experience with the technology stack currently in use within the Council</li></ul>
SKILLS AND ABILITIES	<ul style="list-style-type: none"><li>• Skills in consulting with customers, analyzing and documenting existing business processes and the requirements for change, and understanding the need for ICT solutions that may flow from that, including undertaking this work where the end customer may have difficulty in articulating both their current and desired future state.</li><li>• Technical skills in defining ICT solutions to business requirements, and doing so in the context of a prevailing ICT strategy, existing infrastructure and mandated standards, working with colleagues in the Service Provider to draw on their expertise and achieve their buy-in to a jointly agreed way ahead.</li><li>• Skills in understanding the likely costs, timescales, risks, dependencies and business benefits in potential solutions, and the ability to select and present the best option, in a form understandable to the non-specialist.</li><li>• The ability to work well with other ICT specialists, including those with more detailed knowledge in particular areas, to jointly create ICT solutions that are pragmatic, fit for purpose and can be implemented successfully within desired timescales.</li><li>• Commissioning skills, including the ability to successfully specify, negotiate, and place orders for defined ICT solutions with the Service Provider, in such a way that the chances of successful delivery and planned outcomes are maximized.</li><li>• Ability to gain trust and buy in from senior staff at all levels across the business, plus real empathy with both</li></ul>

	<p>the management and end users in directorates, and understanding of their business goals and operational constraints.</p>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Knowledge of the Council's Technical design Authority</li> <li>• Detailed knowledge of ICT solutions, and their successful development and deployment in large and complex organisations, preferably in the local government area.</li> <li>• Knowledge of the operations of the directorates across the Council, and awareness of best practice in the sector.</li> <li>• Knowledge of commissioning models, and the issues in their successful and unsuccessful operation in the public sector</li> </ul>
<b>KENT VALUES AND CULTURAL ATTRIBUTES</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>• We are <b>brave</b>. We do the right thing, we accept and offer challenge</li> <li>• We are <b>curious</b> to innovate and improve</li> <li>• We are <b>compassionate</b>, understanding and respectful to all</li> <li>• We are <b>strong together</b> by sharing knowledge</li> <li>• We are all <b>responsible</b> for the difference we make</li> </ul> <p>Our values enable us to build a culture that is:</p> <p><b>Flexible/agile</b> - willing to take (calculated) risks and want people that are flexible and agile</p> <p><b>Curious</b> - constantly learning and evolving</p> <p><b>Compassionate and Inclusive</b> - compassionate, understanding and respectful to all</p> <p><b>Working Together</b> - building and delivering for the best interests of Kent</p> <p><b>Empowering</b> - Our people take accountability for their decisions and actions</p> <p><b>Externally Focused</b> - Residents, families and communities at the heart of decision making</p>