JOB AND TASK DESCRIPTION

Job Title: Adviser, Service Delivery and Reporting
Directorate: Corporate Business
Grade: G

Reports To: Head of Information Technology

General information

The Information Technology Service (ITS) Section forms part of the Corporate Business Directorate and serves as a focal point to establish technology standards of relevance to the Secretariat’s local environment, while applying and supporting the use of computer technology to enhance staff productivity and improve the quality of the Secretariat’s output. The Section contributes to the Secretariat’s IT strategy and contributes to the proper selection of technologies by providing information on advanced and appropriate technology, systems analysis and software acquisition. The section aims to assist all programme areas in meeting their specific information requirements and plays an active role in the building and upgrading of the skills and knowledge of staff in the use of computers and relevant software applications.

Job summary

Reporting to the Head of IT, the post-holder is responsible for providing monitoring and ensuring compliance to IT policies, Standards, SLAs and Cybersecurity best practice.

The role will have oversight of service delivery including supplier management, contract management, and adherence to best practices including risk management and security.

The post-holder is responsible for periodic reporting for the ITS section.

Task description

The post-holder:

- Manages the service delivery and reporting team
- Works with Head of IT to coordinate risk and cyber security management.
- Keeps tracks of Cyber threats and updated IT accordingly.
- Provides supervision to external contractors working on premises.
- Works closely with other IT teams to ensure seamless service delivery.
- Monitors the implementation of plans and projects and reporting on progress.
- Keeps up to date all documentation related to infrastructure design and configuration; out sourced service contracts; and all IT deployments.
- Liaises with external or internal clients, and reports on user requirements.
- Reports against internal and external SLAs.
- Monitors compliance to IT policies and standards.
• Coordinates appropriate response and management to service incidents is undertaken.
• Identifies areas of improvements of Service Delivery across IT teams
• Provides 2nd and 3rd level support when appropriate.
• Contributes to planning and budgeting in the IT Section.
• Compiles periodic IT reports for submission to Head IT.
• Monitors, and support service delivery; ensuring systems, methodologies and procedures are in place and followed.
• Champions Service and Support in projects and developing a strong understanding of projects impacting business processes and ensuring service impact is minimised and agreed.
• Promotes quality of Service and performance; ensuring future demand from growth and projects is understood and factored into capacity plans for all IT teams.
• Coordinates third party service review meetings covering performance, service improvements, quality and processes.
• Maintains an up to date register of outsourced services and advises Head of IT on necessary actions.
• Maintains risk registers and proposes independent assessments as necessary.
• Provides advise on best practices and standards in IT.
• Provide occasional out of hours’ support.

Person specification

Education / Qualifications

Essential: A degree in IT or related field
Desirable: Certification in Information Security Management

Experience:

Functional:
• Ability to prioritise and manage workload
• Proactive team player
• A very strong customer orientated approach with a delivery bias
• Experience in quality management systems
• Experience in contract management

Technical:
• Minimum of 7 years’ experience in IT Service Delivery
• In-depth knowledge of Cyber Security
• In depth knowledge of Microsoft Windows Server and MS Office
• Good understanding of Cloud and mobile technology
• Project Management experience
• Exposure to Virtual Meeting and Business IM applications
• Exposure to advanced ITIL processes

Other:
• Strong interpersonal skills, able to communicate across a broad spectrum of users
• Excellent oral, written and presentation communication skills
• Ability to manage through organizational change
Competencies:

**Respect for Diversity**
- Works effectively with people from all backgrounds.
- Treats all people with dignity and respect. Treats men and women equally.
- Shows respect and understanding of diverse points of view and demonstrates understanding in daily work and decision making.
- Examine own biases and behaviours to avoid stereotypical responses and does not discriminate against any individual or group.
- Encourages others to evaluate systems, processes & behaviour to ensure respect for diversity is demonstrated.

**Working with Others**
- Manages conflict and works towards mutual solutions
- Identifies organisations with which to partner for specific solutions
- Encourages others and provides them with the autonomy to pursue relationships
- Uses personal influence to establish compromise and agreement when faced with conflict
- Demonstrates balance between directness and diplomacy in negotiations
- Uses influence to persuade partners and third parties toward Commonwealth Secretariat aims
- Encourages and supports others in demonstrating cultural awareness when working with others

**Managing Resources**
- Manages programme and cross team activities against specific objectives/results
- Manages available resources in order to meet objectives e.g. by effective and efficient use of budget inter alia
- Identifies the best method and resources when high level course of action has been identified
- Analyses available resources and what activity they will enable
- Takes responsibility for multi team/programme activities
- Manages diverse motivations of a range of groups in large scale programmes

**Decision Making**
- Determines what can be realistically achieved when deciding on strategic solutions
- Is proactive and responsive in making decisions on complex, technical issues based on appropriate information
- Considers the relevant justifications for a particular course of action
- Takes context into consideration when making decisions
- Makes effective decisions when acting on behalf of a senior colleague, seeking advice where appropriate
- Bases actions and approaches on the root cause of an issue, rather than the symptoms

**Accountability**
- Takes ownership of assigned tasks, honours deadlines.
Ensures timely delivery of outputs within defined cost and quality standard parameters.
Takes responsibility for own shortcomings and compliances.
Supports subordinates, provides oversight and takes responsibility for all delegated assignments.

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<thead>
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<th>Leadership &amp; Development</th>
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<tr>
<td>Reinforces vision throughout organisation e.g. by acting accordingly inter alia</td>
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<tr>
<td>Identifies and develops leadership skills in others</td>
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<td>Empowers others to take control of their own development and progression</td>
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<td>Offers sound guidance and direction on complex and critical issues</td>
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<td>Maximises the potential of others e.g. by creating suitable opportunities for development inter alia</td>
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March 2019