

Salary: From £35,638 plus an allowance of up to £7,128 maybe payable depending on skills & experience

Contract type: Permanent

Grade: MoJ Band Bc

Number of open roles: 2

Locations: Glasgow

Hours: 37 hours/week (42 hours incl. lunch)

Working pattern: flexible working, full time, part time

Closing date for applications: 30 Sept 20

Interviews: w/c 12 October 20

Interview location: Remote

Introduction

These are exciting times at [MOJ Digital and Technology](#). We have a clear vision - to develop a digitally-enabled justice system that works more simply for users - and we're looking for talented people to help us achieve it. We're making things better by building adaptable, effective services and making systems that are simple to use for staff and citizens. It can be challenging but it's also important and rewarding. As well as doing great work, we're creating a place that's great to do work in. We offer tip-top kit, brilliant training opportunities and support from expert colleagues. On top of that, you'll find flexible working, an inclusive culture and a place where your opinion is valued.

The Role

As a key member of the IT Support Team your role will contribute to the successful delivery of ICT to support CICA's business need. The post requires an experienced hands-on technical person with a proven track record in the field of Information Technology. You are required to work in a multi-disciplined team to deliver CICA's business objectives.

CICA primarily operates a SQL Server estate; however, there is the aspiration to explore open source alternatives. This role provides the opportunity to work in a wide range of ICT and business projects with a range of internal and external users, stakeholders and third parties.

You will:

- **Continual Service Improvement**
 - Work closely with CICA's Software Development Team to develop requirements as defined by the business
 - Engage with users and stakeholders to collate business need evidence, understand and define research which fits user need and uses quantitative and qualitative analysis to turn this into positive outcomes
 - Able to identify process optimisation opportunities, give guidance and contribute to the implementation of proposed solutions.
 - Able to analyse and assess impact, develop and document change requests as well as implementing changes based on submitted requirements
- **Testing**
 - Able to review requirements, specifications and define test conditions, providing analysis and reports on results and managing risks

- **Technical Specialism**
 - Manage, maintain and performance tune CICA's SQL Server estate to ensure they meet business needs and performance targets
 - Monitor performance to provide fast responses to front-end users
 - Ensure back-up and maintenance plans are functioning correctly
 - Able to use various management tools and methods to manage, maintain and performance tune CICA's SQL Server estate to ensure they meet business needs and performance targets
 - Provide lead support for the CICA database estate with a keen focus on customer service
- **Incident and Problem Management**
 - Able to diagnose and prioritise incidents, investigating their causes and finding resolutions.
 - Able to direct team and work with vendors to resolve issues promptly.
 - Initiates and monitors actions to investigate patterns and trends to reach resolution, including consulting specialists where required. Determines appropriate remedy and implements it as well as any preventative measures
- **Ownership and Initiative**
 - Owns issues and incidents until the problem is mitigated or resolved
 - Provide lead support for the CICA database estate with a keen focus on customer service
- **Service Focus**
 - Maintain data standards including adherence to the Data Protection Act
 - Contribute to a culture of innovation by delivering ICT and business projects as part of a team, following project management and service delivery methodologies
 - Assist in the transition and data migration from current SQL databases to an Open Source solution
 - Support the business by providing advice and guidance in all core systems, including scanning, document storage and cloud technologies

You'll have:

- Minimum of an HND in an IT related subject or 3 years' experience of working in a role where the necessary skills and experience have been obtained.
- Experience of working with Microsoft SQL Server (2008/2012/2014/etc.)
- Experience of maintaining relational databases and writing SQL queries
- Experience of database backup recovery and maintenance schedules
- Exposure to Open Source database platforms
- Ability to work on own initiative and as part of a team