

Job Description and Person Specification for: DevOps Specialist

Responsible to:	Digital Development Manager
Allocated Band:	AfC Band 7
Place of Work:	Office where based: Home/Office/Flexible/Hybrid
Last Review:	November 2023

Purpose of Post:

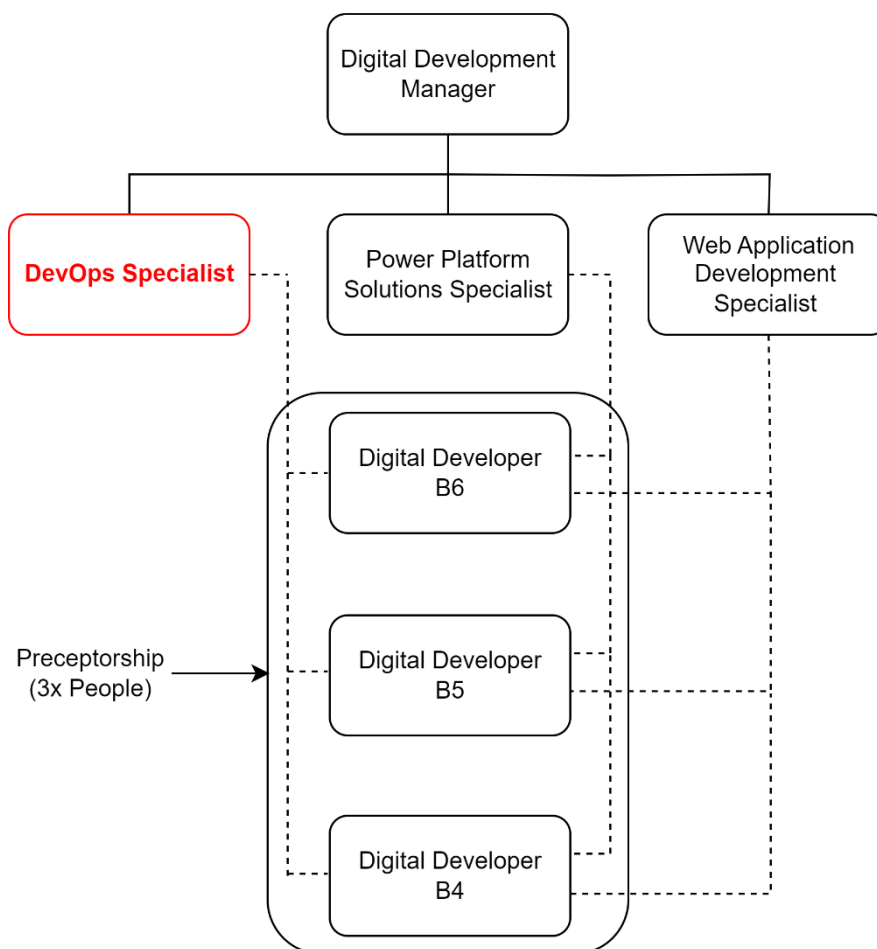
The role of the DevOps Specialist is to provide programming, integration, and development support for a range of systems to ensure operational performance is maintained and fed into the DevOps processes.

The post holder will work in an agile way to provide specialist advice and services to NHSCFA IT service users, technology teams and NHSCFA Project Managers and assist with the implementation of new software, hardware and infrastructure projects, including large-scale IT projects.

This is a fundamental role within the wider Digital Development team to provide a service to all business areas within NHSCFA and our wider stakeholders for the design, development and support of the implementation of digital solutions. It requires the ability to work with other team members, stakeholders and suppliers to methodically analyse problems and recommend or implement the best course of action.

The role will also mentor and support other members of the development team where they are allocated tasks according to their skills, knowledge and grade, providing feedback to those mentoring and upwards to senior managers.

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Team Structure:**Main responsibilities:**

- Acts as consultant to team and customers on potential use and adaptation of IT products and solutions. Identifies, evaluates, and recommends the purchase and use of third-party products. Representing NHS CFA as a technical expert to internal and external stakeholders
- Responsible for analysing and resolving a range of highly complex technical and business problems, risks, and issues, often with conflicting requirements. Identifying and assessing a range of practical and feasible solutions in a timely and effective manner, which are implemented across NHS CFA's business processes, IT systems and services to challenging deadlines.
- Leads teams on integrating specialist products or initiatives into business solutions and processes.
- Initiates design and develops models for adoption by the appropriate IT team.
- Responsible for developing a level of technical/business knowledge to reduce NHS CFA dependence on third parties.

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- Is aware of their personal development requirements and actively seeks development opportunities for themselves and those they mentor. Creates and Studies a wide range of reference material e.g., technical manuals, business process documentation, system specifications etc. to determine technical and business impact.
- Works with commercial companies to specify, build, test, evaluate and implement interfaces between NHS CFA systems and commercial systems to enable achievement of business targets.
- Liaise with product suppliers in testing and installing third party products and services.
- Responsible for monitoring market trends to gain knowledge and understanding of currently emerging technologies and business opportunities to assess their relevance and application to the NHS CFA.
- Leading research and development to support future business needs e.g., pilots, evaluation, and trials of new technologies.
- Responsible for producing resource estimates for allocated work packages to assist the planning process and determination of resource requirements
- Contributes and collates product financial costings for inclusion in Business Case, change impact assessments or purchase justification.
- Engaged in determining, defining, developing, testing, implementing, supporting, and changing systems, infrastructure, and services to meet business requirements.
- Responsible for evaluating and specifying development products and high-level system designs to ensure selection and procurement of appropriate technology and integration of multiple systems and technologies.
- Define and implement policies within specialist area and ensures that the system / business process components balance functional, service quality and systems management requirements.
- Sets standards for tools, techniques, and environments, advises on their application, and ensures compliance of these tools within methods and processes in Business Process /IT systems design projects.
- Installs and commissions and tests new and upgraded systems out of normal working hours as determined by business needs.
- Ensures own actions promote quality and alert others to quality issues. Actively participates in Quality Reviews.
- Plans and manages time effectively especially when required to work on several systems/tasks in parallel. Responds quickly to change, re-prioritising workload as required.
- Devises a range of tests which will ensure that the system satisfies the user requirements. Obtains and constructs test data, executes tests, documents results and resolves any problems which may arise.
- Monitors and reviews the efficient and effective running of highly complex IT hardware, software and services to agreed standards

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- Analyses, interprets, and presents information from various sources about complex subjects to influence key decisions.
- Uses change control and fault management systems to support successful implementation of system enhancements and fault resolutions.
- Plans own work to achieve given objectives and co-ordinates this work across several teams and functions.
- Deputises for their line manager within agreed allocated areas of responsibility as required.

Decision Making:

Ability to perform the following:

- Absorb and apply new technical/business concepts effectively.
- Critically analyse available alternatives of standards, methods, tools, and applications in own area of specialisation and make correct choices of alternatives.
- Ability to gather, analyse, interpret, and report on information and knowledge, related to ideas and concepts in own specialism to influence key decisions.
- Demonstrate creativity and innovation in applying IT and business solutions for the benefit of the user.
- Maintain awareness of developments in the IT industry, NHS CFA and the wider NHS according to focus of area of specialism.
- Lead on specific aspects of a research and development project.
- Monitor the market to gain knowledge and understanding of currently emerging technologies and business opportunities.
- Identify new and emerging technologies, products and business opportunities based on own area of expertise, assessing their relevance and potential value to the organisation.
- Specify business processes or systems architecture and infrastructure, identifying the required components and their interrelationships, needed to meet the present and future needs of the business.
- Act as a consultant to team and customers on integrating business needs and IT solutions.
- Develop the processing and management of data and information.
- Develop and maintain facilities and associated products.
- Demonstrate analytical and systematic approach and efficient use of resources in resolving highly complex and difficult problems.
- Take initiative to keep personal skills up to date. Develop others' knowledge & practice in area of work.
- Sets direction and leads in the introduction and use of techniques, methodologies and tools, advises on their application, and ensures compliance.

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- Resolves non-routine problems by applying an analytical, creative, and systematic approach.
- Uses initiative to make decisions on complex technical and business matters where appropriate, communicating this to colleagues and management.

People Management:

- May have line management responsibilities for Digital Development team staff in Digital Developer, Junior Digital Developer and Trainee Digital Developer roles. Ensuring compliance with time recording, appraisal, and other personnel procedures
- Responsible for training and mentoring staff in use of highly technical products and techniques and the provision of appropriate training materials.
- Responsible for creating work packages for staff, some of which may be long term and for planning and monitoring activities for this work, co-ordinating across several teams and functions and internal and external experts.

General:

- All our People are expected to comply with Health and Safety legislation and guidance, and All Policies and Procedures while performing their duties.
- All our People will display, and abide by, the organisations Values and Behaviours, appropriate to their level, and to ensure that the current Values and Behaviours are observed by their reports (If applicable) and others. These Values and Behaviours may be updated from time to time, to align with Organisational Strategy and Business Requirements.
- To undertake any other duties that may be required to meet the needs of the Authority in the short or medium term, subject to the grade, experience, and capability of the Post Holder. This will be discussed with the Post Holder as the need arises.
- Should this Job Description need to be changed for the longer term, re-evaluation of the Job Description will be conducted as appropriate, and no later than in line with the 3 yearly review cycle
- All Managers are responsible for supporting their people to be their best.
- All Managers will ensure that all aspects of work, quality and attendance are in line with the relevant current policies and performance requirements.

Disclosure:

N/A

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Person Specification:

Attributes	Essential Criteria	Desirable Criteria	Assessed By
Knowledge and Experience	<p>Significant experience in IT particularly in a DevOps setting.</p> <p>Experience of Configuring and managing IT infrastructure such as Web and Database servers.</p> <p>Working knowledge of various tools, open-source technologies, cloud services and the development of APIs and integration standards</p> <p>On-going commitment to attend training courses to update and develop IT skills.</p> <p>Significant experience in developing or using Automated tools to monitor system health and reliability to support business process requirement.</p>	<p>Detailed knowledge of modern cloud-based application design and development including methods to maintain data integrity and system security.</p> <p>Development experience using Java, Web technologies and Relational databases.</p> <p>Awareness of Industry Standard Security Practices, Data Protection Act and the Caldicott Report.</p>	A/I
Specialist Knowledge	<p>In depth knowledge of one or more of the following:</p> <ul style="list-style-type: none"> • Business Analysis • Programming Languages • Database Designs • Database Administration • Operating Systems • Desktop Systems Support including hardware and software • Systems Architecture design development and support • Technology Integration • Telecommunications 	<p>Demonstrate knowledge of web security techniques:</p> <ul style="list-style-type: none"> • Use of public / private Key cryptography • Defending against common exploits / vulnerabilities in web applications 	A/I

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	<ul style="list-style-type: none"> • Internetworking • Network Security • Network File Servers • Network Data Storage 		
Qualifications	<p>Degree in Computer Science, or related subject or equivalent in IT qualifications</p> <p>OR</p> <p>Equivalent relevant knowledge and experience of the subject matter</p>	<p>Professionally recognised certification at appropriate level in area of specialism. (For example AWS/Azure specialisms)</p> <p>Experience of Prince 2 or Agile project management and ITIL.</p>	
Communication Skills	<p>Ability to perform the following:</p> <ul style="list-style-type: none"> • Influence IT and lead others in the development of knowledge, ideas and work practice within area of specialism. • Develop own and others knowledge & practice in area of specialism and at the same time monitor & maintain health, safety and security procedures. • Establish and maintain communication with individuals and groups about difficult or highly complex matters overcoming any problems in communication. • Participate in partnership working with individuals, groups, organisations and agencies. 		

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	<ul style="list-style-type: none">• Establish and maintain communication with individuals and groups about difficult or highly complex matters overcoming any problems in communication and communicate effectively at all levels to both technical and non-technical audiences.• Consider implications/impact of customer requirements when making proposals.• Contributes to briefings of IT Staff and Business management on technical /business matters.• Is an effective and professional ambassador for the NHS CFA at external meetings and events portraying an appropriate image.• Developing relationships with customers, suppliers and industry colleagues.• Communicates effectively at all levels to both technical and non-technical audiences verbally and in writing.• Prepares and gives presentations and training to large groups, including internal and external stakeholders.		
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Mobility Requirements	Can travel which may involve some overnight stays. From time to time, may be required to work in different locations, generally within Newcastle.		A/I
Physical Requirements	Light physical effort		I

Assessment Key:

A = Application Form

I = Interview

C= Certificate

Version	Name	Date	Comment
V0.1	Nick Tones	10/10/2023	Author/ new role
V0.2	JME	November 2023	Evaluated
V1.0	HR	January 2024	Archive
Review (3 years after issue)	Name	Date	Action