

Digital, Data and Technology Person Specification – Band B & C



Scottish Government
Riaghaltas na h-Alba
gov.scot

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| Job Title | IT Operations Manager |
| Contract Type | This is a permanent and pensionable appointment |
| Business Area | Marine Lab |
| Main Location | 375 Victoria Road Aberdeen AB11 9DB |
| Salary | £38,541 - £46,599 |
| Profession / Specialism | Digital, Data and Technology |
| DDaT Profession Pay Supplement and Professional Development | <p>This post is part of the Scottish Government DDaT profession.</p> <p>It attracts a £4000 DDaT Pay Supplement after a 9 month competency qualifying period. Pay supplements are temporary payments designed to address recruitment and retention issues caused by market pressures and are subject to regular review.</p> <p>As a member of the profession you will join the Professional Development Scheme, currently BCS RoleModel<i>plus</i>.</p> |
| Nationality Requirements | <p>You can apply for any job in the Scottish Government as long as you are a UK national or have dual nationality with one part being British.</p> <p>In addition, Scottish Government posts are open to Commonwealth citizens and nationals of any of the member states of the European Economic Area (EEA). Further information about civil service nationality requirements is available on the Civil Service Website.</p> |
| Working Pattern | This is a full time vacancy, however applications from people wishing to work an alternative working pattern will be considered. |
| Guaranteed Interview Scheme | Applicants claiming a guaranteed interview will be invited for further assessment should they meet the minimum essential criteria listed in this document. |
| Reserve List | No reserve list will be held. |



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| Further Information | Further information on the post is available from Dave Keay who can be contacted at Dave.Keay@gov.scot . If you have any queries relating to your eligibility on the grounds of Nationality or Qualifications, or if you have any difficulty applying for this role, please contact recruitment@gov.scot . |
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Information about the Business Area

Marine Scotland is a Directorate of Scottish Government responsible for managing Scotland's seas for prosperity and environmental sustainability and works closely with key delivery partners and others to achieve stated objectives.

Information about the Role

Marine Scotland Science has a team dedicated to the management of its scientific IT infrastructure and applications. While Marine Scotland uses the Scottish Government's SCOTS IT service, Science Division also has its own specialised IT infrastructure (the Off SCOTS Environment), comprising physical and virtualised Windows servers along with NetApp network attached storage, which is better suited to serving the requirements of scientists. The IT Operations Manager leads the Science IT Operations team ensuring effective running of the infrastructure, guidance and accountability for changes, developing policies, procedures and other documentation necessary for efficient management of the systems, and overall financial management.

Specific Duties

The IT Operations Manager ensures the service, contractual and regulatory requirements of the organisation are met by managing the following activities:

- operational support of IT solutions and services
- workload, performance and development of a team of IT operations specialists by building capability to deliver services as required
- third party provision of IT operations services
- provision of expertise to programmes and projects as well as the development of architectural solutions for IT operations solutions throughout the service lifecycle

Essential Criteria

1. Solid IT technical knowledge coupled with experience delivering and managing on premise and Cloud based IT services
2. Knowledge of ITIL Service Management and its practical application
3. Experience of building good working relationships with a diverse group including users, senior managers, suppliers and other external stakeholders.

4. Excellent written and oral communication skills, including the ability to present technical information clearly to a non-technical audience.

Digital, Data and Technology (DDaT) in Scottish Government

This is a crucial time for digital, data and technology specialists as government harnesses digital technologies, skills and tools to transform public services. The DDaT Function comprises around 18,000 digital, data and technology colleagues across UK and devolved governments, and it is rapidly scaling up nationwide in the face of a rapidly changing society and circumstances.

Find out more about Digital, Data and Technology Profession in Scottish Government on gov.scot

Find out more about the UK wide Digital, Data and Technology Profession on [GOV.UK](https://gov.uk)

Application Process

To apply for this post, you will need to provide the information requested below via the online application process. These must be combined into one document as the system can only accept a single document upload per application.

- You should submit a CV (no more than 2 sides of A4) and a personal statement (no more than 750 words).
- Your CV and personal statement should include your career history and other relevant self-taught/non-work-related experiences that are relevant to the essential criteria for the role. Please also include detail of your responsibilities and achievements.

You should tailor your CV and personal statement to reflect the role you are applying for and clearly outline that you have the essential skills and criteria needed for the job.

Failure to submit a single combined document (CV and personal statement) will mean the panel only have limited information on which to assess your application against the essential criteria.

When reviewing your application we will be assessing your career history and achievements against the essential criteria for the role. We're looking for examples of things you have previously achieved or your knowledge in a particular field which are relevant to the role.

Where the criteria states that you must hold a qualification, you need only state that you do or do not hold the qualification and provide any other information you feel relevant.

We would recommend that you prepare your answers before you begin the online application process.

Competencies Required

All roles in the Digital, Data and Technology profession are aligned to the [DDaT Competency Framework](#). This role is aligned to **DDaT Job Role** in the IT Operations job family.

If you are selected to attend an assessment, we will ask you to complete a technical assessment and an interview as part of the processes. You will be tested against the technical competencies appropriate for the role as detailed on the framework.

The Skills for Success Competencies required for this role are shown below. You will be tested against these competencies at interview.

- Competency 1 - Analysis and Use of Evidence
- Competency 2 - Improving Performance
- Competency 3 – People Management
- Competency 4 – Communications and Engagement

[Scottish Government Competencies \(PDF\)](#)

[Competencies for Band B Roles \(PDF\)](#)