

<b>Job Title</b>	Technical Operations – Technical Services Delivery
<b>Department</b>	IT
<b>Reports to</b>	Lead Cloud Infrastructure Architect
<b>Grade</b>	Technical Tier 1
<b>Purpose &amp; Overview</b>	<p>Wales &amp; West Utilities (WWU) is seeking a highly skilled and self-motivated Technical Services Delivery specialist within the expanding Technical Operations team. This pivotal role will focus on being the representative for the Technical Operations Team to the Support Partners and the broader WWU business. They will be responsible for representing the team at Technical Approval Boards, Change Approval Boards, Problem Forums, and other Information Technology Infrastructure Library (ITIL) related activities. This is a role which will require a suitable level of technical knowledge to be able to maintain constructive conversations both internally and with external parties.</p> <p>As part of a newly expanding operations team, this position provides an opportunity to play a key role in ensuring the smooth operation of IT services in a business that provides Critical National Infrastructure (CNI) (NB: This role will be involved with both the Business and CNI environments at WWU). If you are enthusiastic about technical service improvement, cultivating strong partner relationships, and tackling complex IT challenges, this role is an ideal fit for you. You will play a crucial part in shaping the operational landscape of our IT systems, directly engaging with various teams to enhance operational efficiencies and improve technical service delivery across the environment.</p>
<b>Key Accountabilities</b>	<p><b>Day-to-Day Operations:</b> Ensure the smooth running of the infrastructure by supporting the technical team in maintaining adherence to WWU's technical standards and best practices.</p> <p><b>Proactive Issue Identification:</b> Assist in identifying and remediating technical issues proactively, focusing on minimising service disruptions and ensuring high service availability.</p> <p><b>Risk Identification:</b> Identify and manage the mitigation of technical and service risks within the environment</p> <p><b>Secure Solution Delivery:</b> Support the delivery and maintenance of secure solutions within a highly regulated and critical infrastructure environment, ensuring compliance with security standards.</p> <p><b>Cybersecurity Collaboration:</b> Collaborate closely with the Cyber Security team to support vulnerability remediation, using risk assessments and threat profiles to guide actions and mitigate security risks.</p> <p><b>Incident Response Contribution:</b> Contribute to incident response efforts by providing technical guidance and support, helping minimise downtime and the impact on IT services.</p> <p><b>Stakeholder Support:</b> Support stakeholders in defining and communicating changes, delivery expectations, and performance metrics, ensuring clarity and alignment across teams.</p>

	<p><b>Technical Service Improvement:</b> Develop and maintain a Technical Service Improvement Plan (TSIP) to help drive continuous improvement and enhancement of IT services. Conduct regular TSIP reviews with technical teams, suppliers, partners and stakeholders.</p> <p><b>Supplier Engagement:</b> Facilitate cross-partner collaboration, ensuring coordinated responses to major incidents, changes and technical projects. Lead the onboarding of new IT suppliers/partners (post selection), ensuring they meet the company's policies and procedures</p> <p><b>System Integration Support:</b> Work with our project teams to integrate new systems, technologies, and solutions into the existing IT infrastructure seamlessly.</p> <p><b>Documentation Maintenance:</b> Ensure accurate and up-to-date documentation of system configurations, infrastructure designs, and related processes using LeanIX (WWU's architectural tool).</p> <p><b>Leadership &amp; Team Management:</b> Proven ability to lead, manage, and develop a small team, setting clear goals, driving performance, and fostering a collaborative working environment.</p>
<b>Technical Know-How &amp; Skills</b>	<p><b>ITIL:</b> Proven knowledge and experience with operating within an ITIL based environment, particularly in relation to Incident Management, Capacity Management, Change Management and Problem Management.</p> <p><b>Problem Solving &amp; Analytical Skills:</b> Strong analytical skills with the ability to resolve complex technical issues across a variety of environments, ensuring minimal disruption to services.</p> <p><b>System Administration Experience:</b> Working knowledge of Windows Operating Systems, Unix/Linux systems, VMware, and related technologies.</p> <p><b>Cloud &amp; Azure Expertise:</b> Working knowledge of Azure cloud platform, including virtual machine management, networking, and storage.</p> <p><b>Networking Knowledge:</b> Understanding of networking concepts such as TCP/IP, DNS, DHCP, VPNs, and VLANs</p> <p><b>Technical Documentation:</b> Ability to write clear, detailed, and comprehensive technical documentation, including system configurations, processes, and troubleshooting guides.</p> <p><b>Collaborative &amp; Customer-Focused:</b> Strong people skills and the ability to work independently or as part of a team, while maintaining a customer-centric approach to technical delivery and problem resolution. The ability to communicate complex technical information clearly to non-technical stakeholders.</p>

	<p><b>Self-Starter:</b> You will be a self-starter who can take the initiative with minimal supervision, and where there are areas for improvements you will be able to identify them and collaborate on a solution to fix them.</p> <p><b>Cybersecurity &amp; CNI:</b> Experience with CNI-specific regulatory requirements, such as NIS Regulations, and awareness of resilience and operational continuity in critical environments.</p>
<b>Qualifications Required</b>	<p>Degree level education in Information Technology, Computer Science, or related field.</p> <p>Proven experience in Technical Service Delivery or a related IT role, demonstrating expertise in fulfilling ITIL functions, especially related to Incident Management, Change Management, Problem Management and Capacity Management.</p> <p>Willingness to be able to work outside normal business hours from time to time, to support changes and major incidents</p>
<b>Job Dimensions</b>	<p>The successful candidate will report directly to the Lead Cloud Infrastructure Architect and will collaborate closely with stakeholders across the business, including senior managers, technical staff, and field personnel. The role requires flexibility to interact with diverse levels of staff from field workers to senior leadership and should be comfortable with both hands-on work and delivering presentations or technical insights to senior management.</p>
<b>Main Interfaces</b>	<p>Lead Cloud/Infrastructure Architect, Head of Service, Cyber Security Team, WWU Service Teams (both internal and external), Strategy &amp; Architecture Team, Projects Managers, WWU Senior Managers, End Users, Partners, Colleagues and Suppliers.</p>