Technology Lead – Modern Workplace

TSB

Purpose

The Technology Lead role will provide technical ownership and leadership within their technology domain, with a focus on operational excellence, technology enablement and risk reduction. As Technology Lead - Modern Workplace, you will be responsible for delivering and supporting TSB's 24x7 technology that drives the Bank's operations. You will work seamlessly with other teams within Technology Services and provide a high standard of customer services to our internal and external partners, providing guidance and knowledge of Modern Workplace capability's platforms, systems and services.

Role dimensions

Reports to: Head of Enterprise Technology

Department: Technology Service

Job family: Leadership

Location:

Direct Reports: 5+

Financial Authority: Yes

Person specifications

- 10+ years experience in diverse ICT technical and management roles.

- Proven engineering experience in Microsoft technologies and virtual environments.

- Proven knowledge and understanding of architecture principles as well as the project life cycle, ITSM governance principles and experience working within Agile based and service-oriented environments

- A degree in Computer Science, Engineering or related discipline

- Strong people leadership and communication skills, with the ability to uplift team's performance through coaching and mentoring

Role specific areas of responsibility

- Lead, coach and support the team to drive performance and technical excellence, ensuring TSB's Modern Workplace platforms, systems and services are supportable, scalable and secure.

- Develop Modern Workplace strategy and own robust Product and Service Roadmap plans and oversee their implementation. Represent an architectural viewpoint, advising and making recommendations on enterprise architecture strategies, processes and methodologies to enable the Bank to deliver on its customer service promise, product offerings, compliance obligations, risk appetite and long-term strategy.

- Research Modern Workplace IT solutions on the market for technical requirements and business needs, identifying and recommend areas appropriate for further research and participate in any proof-of-concept projects required, to thoroughly investigate architectural possibilities and strengthen arguments for their adoption.

- Continually monitor, measure and report system performance, seeking to identify improvement opportunities to increase security, operational stability, efficiency and effectiveness and working to eliminate single points of failures to minimise operational risks and improve SLA performance, and ensure Modern Workplace systems, processes, tools and roles are appropriate for the agreed service level targets. Liaising with other departmental managers on desired changes.

- Adapt to TSB Technology's ways of working, work cross-functionally to maintain a highly functional Modern Workplace capability that supports the needs of all service teams by applying various IT delivery and project methodologies, monitoring demand and capacity, while creating the appropriate scalability plans.

- Manage new and existing vendor relationships, review contracts annually to apply financial and/or operational efficiencies.

- Respond and manage incidents and problems, trends and seeking appropriate remedies, limiting and preventing future incidents.

- Ensure the availability of systems and services through proactive maintenance and monitoring of system components and processes and oversee the completion of regular patching and maintenance tasks to ensure that all systems remain secure and supportable.

From time to time there may be additional activity not contained within this position description that the appointee is to complete in the interests of the appointment and their own personal development.

This position description provides a broad overview of responsibilities. The position description is a living document, and the Bank reserves the right to amend from time to time as required.