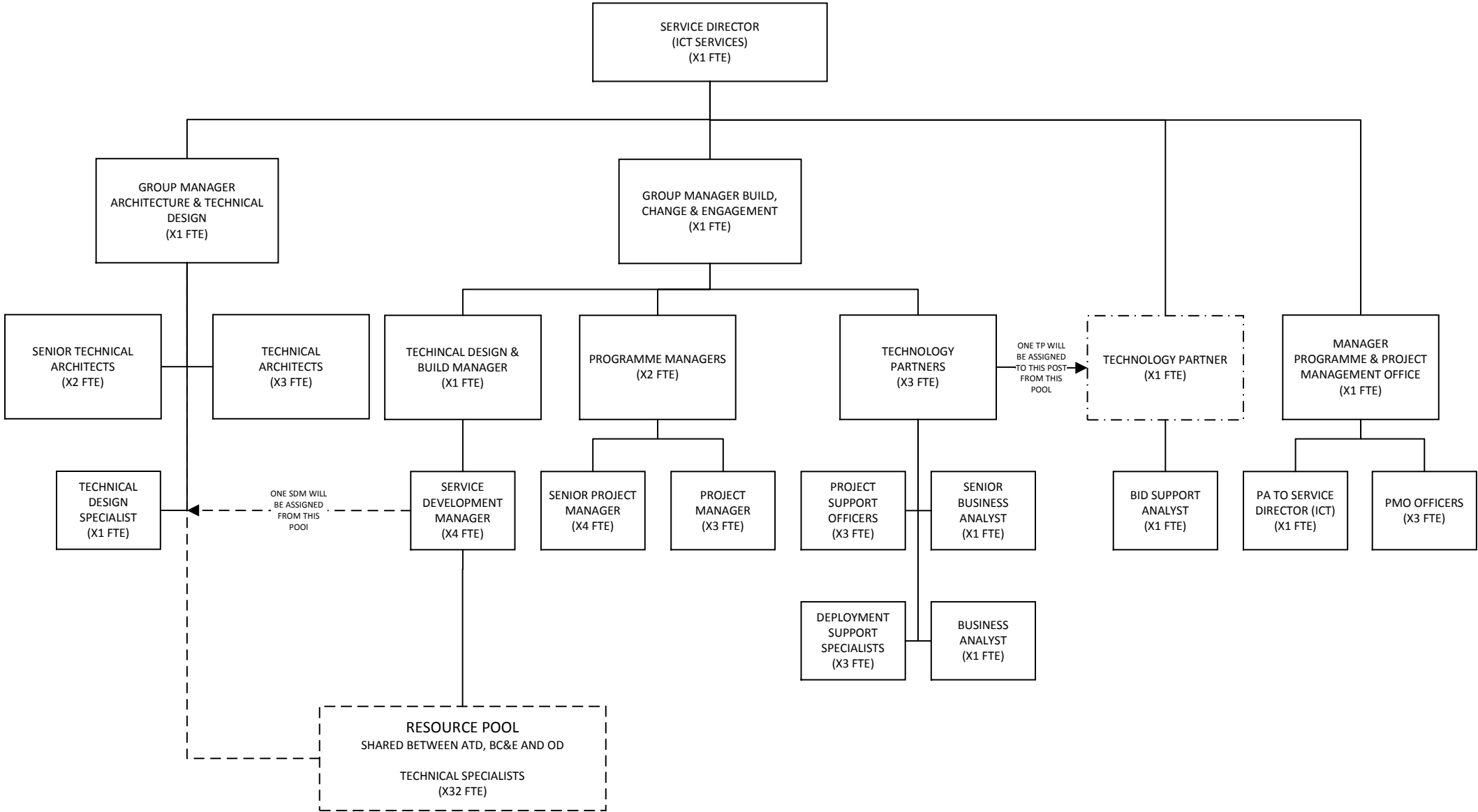ICT SERVICES
ARCHITECTURE & TECHNICAL DESIGN AND BUILD, CHANGE & ENGAGEMENT

SERVICE DIRECTOR
(ICT SERVICES)
(X1 FTE)

GROUP MANAGER
ARCHITECTURE & TECHNICAL
DESIGN
(X1 FTE)

GROUP MANAGER BUILD,
CHANGE & ENGAGEMENT
(X1 FTE)

SENIOR TECHNICAL
ARCHITECTS
(X2 FTE)

TECHNICAL
ARCHITECTS
(X3 FTE)

TECHINCAL DESIGN &
BUILD MANAGER
(X1 FTE)

PROGRAMME MANAGERS
(X2 FTE)

TECHNOLOGY
PARTNERS
(X3 FTE)

ONE TP WILL
BE ASSIGNED
TO THIS POST
FROM THIS
POOL

TECHNOLOGY PARTNER
(X1 FTE)

MANAGER
PROGRAMME & PROJECT
MANAGEMENT OFFICE
(X1 FTE)

TECHNICAL
DESIGN
SPECIALIST
(X1 FTE)

ONE SDM WILL
BE ASSIGNED
FROM THIS
POOl

SERVICE
DEVELOPMENT
MANAGER
(X4 FTE)

SENIOR PROJECT
MANAGER
(X4 FTE)

PROJECT
MANAGER
(X3 FTE)

PROJECT
SUPPORT
OFFICERS
(X3 FTE)

SENIOR
BUSINESS
ANALYST
(X1 FTE)

BID SUPPORT
ANALYST
(X1 FTE)

PA TO SERVICE
DIRECTOR (ICT)
(X1 FTE)

PMO OFFICERS
(X3 FTE)

DEPLOYMENT
SUPPORT
SPECIALISTS
(X3 FTE)

BUSINESS
ANALYST
(X1 FTE)

RESOURCE POOL
SHARED BETWEEN ATD, BC&E AND OD

TECHNICAL SPECIALISTS
(X32 FTE)

ICT SERVICES
OPERATIONAL DELIVERY

SERVICE DIRECTOR (ICT SERVICES)

GROUP MANAGER OPERATIONAL DELIVERY (X1 FTE)

SERVICE SUPPORT MANAGER (X1 FTE)

- SERVICE DESK MANAGER (X2 FTE)
  - SERVICE SUPPORT SUPERVISOR (X4 FTE)
    - SUPPORT & INSTALLATION ENGINEER
    - SERVICE DESK ASSISTANT
  - TECHNICAL SPECIALIST
  - SALES & SERVICE SUPPORT OFFICER
- SUPPORT & INSTALLATION ENGINEER TEAM LEADER (X1 FTE)
  - WORKSHOP ENGINEER (X1 FTE)
  - SUPPORT & INSTALLATION ENGINEER
- RISK, CHANGE & SECURITY MANAGER (X1 FTE)
  - CHANGE & RELEASE SPECIALIST (X1 FTE)
  - SENIOR SECURITY SPECIALIST (X3 FTE)

INFRASTRUCTURE MANAGER (X1 FTE)

- SOC TEAM LEADER (X1 FTE)
- OPERATIONS SUPPORT TEAM LEADER (X1 FTE)
  - OPERATIONS SUPPORT ENGINEER (X3 FTE)
- DATABASE TEAM LEADER (X1 FTE)
  - DATABASE ENGINEER (X3 FTE)
- NETWORKS TEAM LEADER (X1 FTE)
  - NETWORK ENGINEER (X4 FTE)
  - TECHNICAL SPECIALIST
  - SUPPORT & INSTALLATION ENGINEER
- SYSTEMS SUPPORT TEAM LEADER (X1 FTE)
  - SENIOR SYSTEMS SUPPORT ENGINEER (X3 FTE)
  - SYSTEMS SUPPORT ENGINEER (X2 FTE)

SERVICE DELIVERY MANAGER (X1 FTE)

- SERVICE MANAGER (X5 FTE)
  - TECHNICAL SPECIALIST
- SERVICE MANAGEMENT TEAM LEADER (X1 FTE)
  - SERVICE MANAGEMENT SPECIALIST (X2 FTE)
- TECHNICAL SPECIALIST
  - SPECIFICATION ANALYST (X2 FTE)
  - SCHEDULING & ORDERING ANALYST (X1 FTE)
- INFORMATION SYSTEMS COORDINATOR (X1 FTE)
  - SERVICE ANALYST (X1 FTE)
  - SALES & SERVICE SUPPORT OFFICER

TRADED SERVICES MANAGER (X1 FTE)

- SALES & SERVICE SUPPORT OFFICER
- TRADED SERVICES CONSULTANT (X2 FTE)
- SUPPORT & INSTALLATION ENGINEER TEAM LEADER (X1 FTE)

RESOURCE POOL

SHARED ACROSS THE OPERTAIONAL DELIVERY SUPPORT FUNCTIONS

SERVICE DESK ASSISTANTS (X7 FTE)   SALES & SERVICE SUPPORT OFFICERS (X4 FTE)   SUPPORT & INSTALLATION ENGINEERS (X17 FTE)

SHARED BETWEEN A&TD, BC&E AND OD
TECHNICAL SPECIALISTS (X32 FTE)