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Description automatically generated with low confidence

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| Role Title | NetSec Technical Lead |
| Function & Dept. | SCC UK Enterprise & Networking |
| Career Growth Level | Collaborating & providing Technical Knowledge (E) |
| CGP Descriptor | Specialist team members with experience of specific fields, may have some involvement in amending and constructing processes to criteria. Technically or operationally knowledgeable in a defined field or, may have responsibility for key customer engagement activity |
| Team | Networking and Network Security |
| Reports to | Head of Delivery - Networks |
| Role Purpose | The NetSec Technical Lead Project is responsible and accountable for the successful completion of professional services projects for SCC’s end customers and will ensure that all Projects are governed technically with the correct resourcing levels and experience.  The NetSec Team Lead will be a highly motivated individual with a high level of technical knowledge, business acumen, able to work effectively with their team and management, with other stakeholders in SCC, and with the end customer. This must include effective communication, desire to develop relationships, and hence increase sales. |
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| Key Responsibilities | |
| 1. The objective of the Technical Lead is to work with their team to successfully deliver customer projects and provide governance in delivering of SoW’s. 2. Working with the Head of Delivery – Networking to identify certification paths required by vendors in addition to establishing training plans and objectives for other key technologies within the IT strategy and individual development plans. 3. Flexibility and agility will be required to ensure adherence to process whilst working with their team and peers to identify and follow through on the practice strategy, enabling their team to identify and deliver market differentiating services and technical capability. 4. The NetSec Technical Lead must have the ability to engage at all levels of the Customer and SCC business to resolve conflict and take a pro-active approach to risk mitigation within delivery. 5. The Lead will work with the Head of Delivery to ensure that the team achieve utilisation targets and that resources are effectively engaged in activities to either upskill or deliver improvement to the wider delivery and support teams 6. Act as a mentor in leading and developing team members, ensuring that PDR’s are set and achieved in line with the overall practice KPIs. 7. Work with Lead Technical Architects, Pre-Sales and Product teams to identify growth opportunity and the strategy to support this from a Professional Services delivery perspective. 8. Providing a single point of contact for the team. Providing guidance and proactively managing escalations and risks. 9. Ensure correct resources (skillset, capability, financial and location) are working on aligned projects, utilising the resourcing team and workload management via D365 10. Support pre-sales activity and ensure all SoW’s are technically vetted. | |
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| Person Specification | |
| 1. Educated to a high standard, preferably with a relevant degree and with good technical background. 2. Experience in providing quality customer engagement through the allocation of correct resource, and application of delivery governance. 3. The candidate must have an in-depth knowledge of some, if not all the core practice solutions. 4. Suitable Accreditations in supporting core technologies and understanding of what accreditations required to be held and maintained by the team. 5. 10 years plus relevant experience in IT industry focused on delivering enterprise scale infrastructure solutions. 6. Commercially aware with strong client facing and vendor relationship development skills. Excellent communication skills, both oral and written, enabling the presentation of complex technical solutions. 7. Experience in working with Architecture Frameworks 8. Experience in working with and defining delivery methodologies. 9. An understanding of Project management fundamentals. 10. Ability to Lead by example and influence others. 11. Team player but with the ability to work unaided. 12. Carry out Performance Development reviews of their staff. 13. Professional appearance and manners. 14. Positive and constructive attitude in all work-related matters. 15. Strong time management skills. | |

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| Key  Competencies |  | Level |
| 1. | Planning and organising | 2 |
| 2 | Influencing and Negotiating | 2 |
| 3. | Strategically Thinking | 2 |
| 4. | Communication Skills | 2 |
| 5. | Workforce Planning | 2 |
| 6. | Project Management | 2 |

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| Value Behaviours |  | Level |
| 1. | Responsibility | N/A |
| 2. | Passion | N/A |
| 3. | Customer First | N/A |
| 4. | Agility | N/A |
| 5. | Family | N/A |

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| Version | Date | Description | Approved by | Date |
| 1.0 | November 2023 | Original | HR | November 2023 |
| 2.0 | March 2024 | Formatting of cells | HR | March 2024 |
| 3.0 | July 2024 | HR Review | HR | July 2024 |