

Job Description



Job Title: Technical Integration Specialist	Division: Application & Support Services
Reporting to: Technical Integration Specialist Team Lead	Function: Application & Support Services
Location:	Job Grade: E10
Travel (Frequent/Some/None): Frequent	

1. ROLE PURPOSE AND SUMMARY

The Technical Integration Specialist will provide proven expert technical support to their peers in the Integration specialist team. As a Specialist on the team, they will support the team in such tasks as BAU, projects, new builds, and other support requirements and more.

The Technical Integration Specialist will work closely with both local and centralised De La Rue Support teams, ensuring project timescales and SLA/ OLA always meet contractual compliance and people management/ forecasting workload activities and support when required.

There will be a requirement to join the On-Call L3 Application rotation to support being a point of contact for any out of hours high priority issues.

The role is part customer facing, therefore good interpersonal skills and ability to travel are required. (The majority of travel will be within Europe, so a current European Passport holder is preferred).

Act as a point of escalation for technical issues raised by the customer, frontline analysts and to support colleagues within the team.

As well this role may be required to contribute to resolution of action plans relating to standards required and attained by IT in support of customer / client contracts (e.g. ISO27001, ISO9001, ISO14298 etc.) to incidents logged through the ITSM Portal by end user clients.

The role will be expected to support as part of the Major Incident Response Team when it is called upon, requiring flexibility within working hours when necessary and providing out of hours on-call support.

2. DIMENSIONS AND REPORTING LINES (number of reports and financial values)

- Reports to the Technical Integration Specialist Team Lead
- No direct reports.
- Must work effective across a matrix structure

3. KEY ACCOUNTABILITIES

Individual

- Support the training of all new starters in the team up to the required level needed to perform the role efficiently and effectively, in hours and as On-Call.
- Support on an on-call rota or out of hours if required.
- Support the building of new customer environments and be competent to build out certain elements of the required build without assistance.
- Act as a SPOC for certain elements of BAU, examples PLA, Shipping queries, Malta Factory issues, Ansible scripting, etc.
- Deputise for the Senior Agent and deliver the weekly internal knowledge transfer sessions, again helping to ensure training is being cascaded to everyone within the team.
- Support 3rd parties to ensure that new software versions being supplied meet and align to the BAU activities need for support.
- Support/ complete the writing of the RfC being created within the team to ensure that the implementation plans and back out plans are correct and wont impact the environment when the change is being deployed.
- Create, update, and maintain documentation to support the team's daily tasks.
- Proofread draft format documentation that has been created by anyone relating to the required corrective actions to resolve an issue.
- Provide support towards strategic direction within the team and wider IT Ops function.
- Maintain up to date and current best practice to support continuous service improvement within the relevant function.
- Take ownership of escalated issues accordingly and manage to completion. Or escalate to Senior Agent, ensuring all impacted parties are kept informed of progress as appropriate.
- Liaise with 3rd party suppliers, shippers, importers, customs etc (i.e., users of the system) in the scope, configuration, integration and on boarding processes to ensure smooth project delivery and issue resolution.
- Provide expert application support for bespoke solutions, ensuring adherence to incident and problem SLA/OLA via the service management tool.
- Travel to customer sites as required in support of deployment, integration and support of the solution as required, possibly at short notice.
- Contribute to Problem resolution through identification of recurring issues and liaising with local and central support teams where necessary.
- Responsible for all aspects of application administration and maintenance
- Respond to security issues identified using the SIEM tool set and other monitoring and logging tools.
- Provide ad-hoc training and guidance to colleagues within the wider customer care team where appropriate.
- Clearly define defects identified within the production environment, with the ability to express these to support (internal or external) to expedite issue resolution
- Contribute to testing and support of proposed application changes throughout the change lifecycle.
- To always act and behave in a way compliant with all De La Rue company guidelines and policies.
- To ensure full participation in the performance development review (PDR) process.

- The above list is not exhaustive. You will be required to undertake other duties within your capabilities, consistent with this role, to support the needs of the business.

Safety

- Understand and apply the appropriate health, safety & environmental policies of the Business, and any local rules established in your department, as well as ensure that individuals under your supervision are aware of and comply with these requirements. These standards must be consistently applied, and appropriate action taken against those members of your team who fail to meet them.

Your specific HSE responsibilities include but are not limited to:

- Ensure yourself, your peers and your team follow safe working practices.
- Enforcing health and safety rules, including compliance with personal protective equipment requirements.
- Correcting unsafe acts and unsafe conditions.
- Ensuring that only authorized, adequately trained staff operate equipment.
- Reporting and investigating all HSE accidents/incidents.
- Inspecting own area and taking remedial action to minimize or eliminate hazards.
- Carrying out risk assessment in your area(s).
- Ensuring that equipment is kept in good and safe condition.
- Promoting safety awareness in the team.
- Work safely, adhering to safety rules and procedures, using safety equipment when necessary.

Security

- Ensure yourself, your peers and your team comply with established security procedures.
- Support the IT leadership team, ensuring the IT systems being implemented underpin the overarching security requirements for DLR and individual needs of the Divisions.
- Provide subject matter expertise to support effective decision making provide input as required to the annual strategic planning cycle.

Common to all roles

- To ensure full participation in the performance development review (PDR) process and maintain an up-to-date record of all training and development activities/programs.
- To always act and behave in a way compliant with all De La Rue company guidelines and policies, especially those relating to values and behaviours, environmental health and safety, ethics, and codes of conduct, as it is through living our values that we strengthen the culture of our business and demonstrate our understanding of our Code of Business Principles. Further information on our company values can be found in our "Living the Values" guidelines.

4. CAPABILITY (qualifications, experience, and skills)

Qualifications

- Educated to degree level or equivalent work experience.
- ITIL R3/ v4 Foundation and / or experience of working in an ITIL, Incident, Problem and Change Management environment desirable.

Essential Skills

- Experienced knowledge of Linux operating systems such as Debian 11 and Ubuntu 24.04.
- Experienced knowledge of current Windows Server operating systems.
- Experienced knowledge of containerisation technologies including Docker.
- Experienced knowledge of web servers such as IIS, Apache and Nginx.

Desirable Skills

- Knowledge of SSL Certificates and virtual server platforms.
- Knowledge of Octopus deployment automation.
- Knowledge of scripting languages like Bash and PowerShell.
- Knowledge of Ansible.
- Knowledge of querying databases such as Microsoft SQL, MariaDB, MySQL, Cassandra.
- Have proven 3rd line support experience.

Other Useful Skills

- Knowledge and skills supporting and deploying packaged applications and message broker systems.
- Knowledge of Track and Trace solutions, build processes and implementation plans.
- Knowledge of MariaDB, Elasticsearch and RabbitMQ.
- Knowledge of supporting highly available environments.

Job Holder:

Date:

Manager:

Date: