

JOB DESCRIPTION

Job Title	Technology Lead – Artificial Intelligence		
Directorate	Digital Services		
Reporting to	Head of ICT Transformation		
Grade			
Evaluation ref:	RP085	Job ref:	Family
Role purpose			
<p>This position is responsible for providing expert guidance and product ownership for a technology capability. Conducting research and analysis, supporting projects, and ensuring the highest standards of quality, security, and compliance within their domain of expertise or technology. This role acts as the go-to resource for all technical matters related to the specific domain, providing insights and expertise to inform decision-making. The post holder will stay updated with the latest industry trends, technologies, and best practices, ensuring that Somerset Council remains at the forefront of technological advancements. The role involves developing and owning standards, policies and procedures, performing risk assessments and mitigation, and evaluating vendors to ensure the best solutions are implemented. Additionally, the Technology Lead will provide technical support and quality assurance to maintain the integrity and efficiency of the council's ICT systems. The role also includes task management of team members across the Digital Services Department, utilising matrix management.</p>			
Accountabilities			
<ul style="list-style-type: none"> • Provide expert knowledge, product ownership and guidance in the specific domain of technology. • Conduct thorough research and analysis to support technological advancements. • Lead specialist projects by offering technical expertise and insights. • Escalation point for technical support to ensure smooth operation of ICT systems. • Development, implementation and ownership of standards, policies and procedures to enhance ICT operations. • Innovation and Transformation – leading initiatives to optimise deployment and adoption of technology domain across the organisation to drive improved efficiency. Act as lead advocate for technology enabled innovation • Lead for external networking and sector collaboration. Driving innovation and learning across local government. • Ensure quality assurance by maintaining high standards of technology use. • Perform risk assessments and develop mitigation strategies. • Evaluate vendors to ensure the best technological solutions are chosen. • Maintain comprehensive documentation of all technical processes and decisions. • Stay updated with the latest industry trends, technologies, and best practices. 			



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- Manage tasks of team members across the Digital Services Department using matrix management.
- Supplier relationship management and product roadmap development



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Knowledge / Experience / Skills		
	Essential	Desirable
Knowledge		
In-depth understanding of ICT systems and technologies	x	
Knowledge of industry trends and best practices.	x	
Familiarity with risk assessment and mitigation strategies.	x	
Understanding of quality assurance development.	x	
Knowledge of policy and procedure development.		x
Understanding of cyber security principles	x	
Understanding of Information Governance policy, specialising in data protection & data privacy	x	
Awareness of vendor evaluation processes.		x
Experience		
Proven experience in a similar technology lead role, conducting research and analysis, providing technical support, developing and implementing policies and procedures, service reporting, quality assurance, vendor evaluation and management and risk management	x	
Experience of ICT Transformation and Maintenance projects, as a member of a design authority or as the Technology owner/workstream Lead.	x	
Familiarity with Agile frameworks like DevOps, Scrum or Kanban, as product owners often work within these environments	x	
Understanding of security and compliance requirements related to the area of expertise	x	
Experience in guiding organisations through change, particularly in adopting new technologies and processes		x
Ability to communicate effectively with various stakeholders, including developers, ICT management, business leaders, and end-users.	x	
Experience of Microsoft Copilot technology	x	
Experience in the solution design & development of AI product delivery such as Azure Open AI and Copilot studio	x	
Experience of Microsoft Copilot Centre of Excellence	x	
Qualifications / Registrations / Certifications		

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Degree level certification in Information Technology, Computer Science, or a related field.		x
Relevant professional certification.	x	
Microsoft Certified: Azure AI Engineer Associate: This certification validates skills in designing and implementing AI solutions using Azure AI services, Azure AI Search, and Azure Open AI		x
Microsoft Certified: Azure AI Fundamentals: This certification demonstrates knowledge of machine learning and AI concepts and related Microsoft Azure services		x
Certification in project management.		x
Certification in quality assurance.		x
Certification in risk management.		x
Skills		
Excellent problem-solving and analytical skills.	x	
Strong communication and interpersonal skills.	x	
Ability to provide expert technical guidance.	x	
Proficiency in developing policies and procedures.		x
Strong organisational and documentation skills.		x
Data engineering, data flow and data science awareness	x	
Ability to stay updated with industry trends and best practices.	x	
Working Conditions		
Dimensions of the role		
<p>An entirely new role for the organisation driven by the pace of technology development in this area.</p> <p>Somerset are a leading exemplar for the early implementation of AI in local government. This role is a path finder role at the forefront of technology development.</p> <p>Responsible for the assessment, configuration, implementation, testing and monitoring of AI technology.</p>		

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Responsible for creation of new policy and compliance procedure to ensure safe & ethical implementation

Responsible for controlled deployment across the workforce based on measured impact

Responsible for product development and optimisation through supplier engagement, and product roadmap

Responsibility for the ongoing maintenance, support, testing, quality assurance and availability of the product

Custodian of AI policy, data protection, ethics and equalities impact assessments and frameworks

Management of the AI budget, range £100k - £1m

Lead design authority member for implementation of AI technology

Working across corporate leadership team to optimise responsible deployment

Matrix task management of technical and change/adoption team up to 10 fte

Acting as mentor and advocate for AI implementation through local government collaboration forums

Providing regular updates, reports, presentations and dashboards to internal and external boards and forums.

Working Arrangements

Somerset Council's dynamic Working Strategy will be applied to this position.

Corporate Accountabilities

Example from DDAT Capability Framework - [End user computing engineer - Government Digital and Data Profession Capability Framework \(ddat-capability-framework.service.gov.uk\)](https://end-user-computing-engineer-gov.uk)