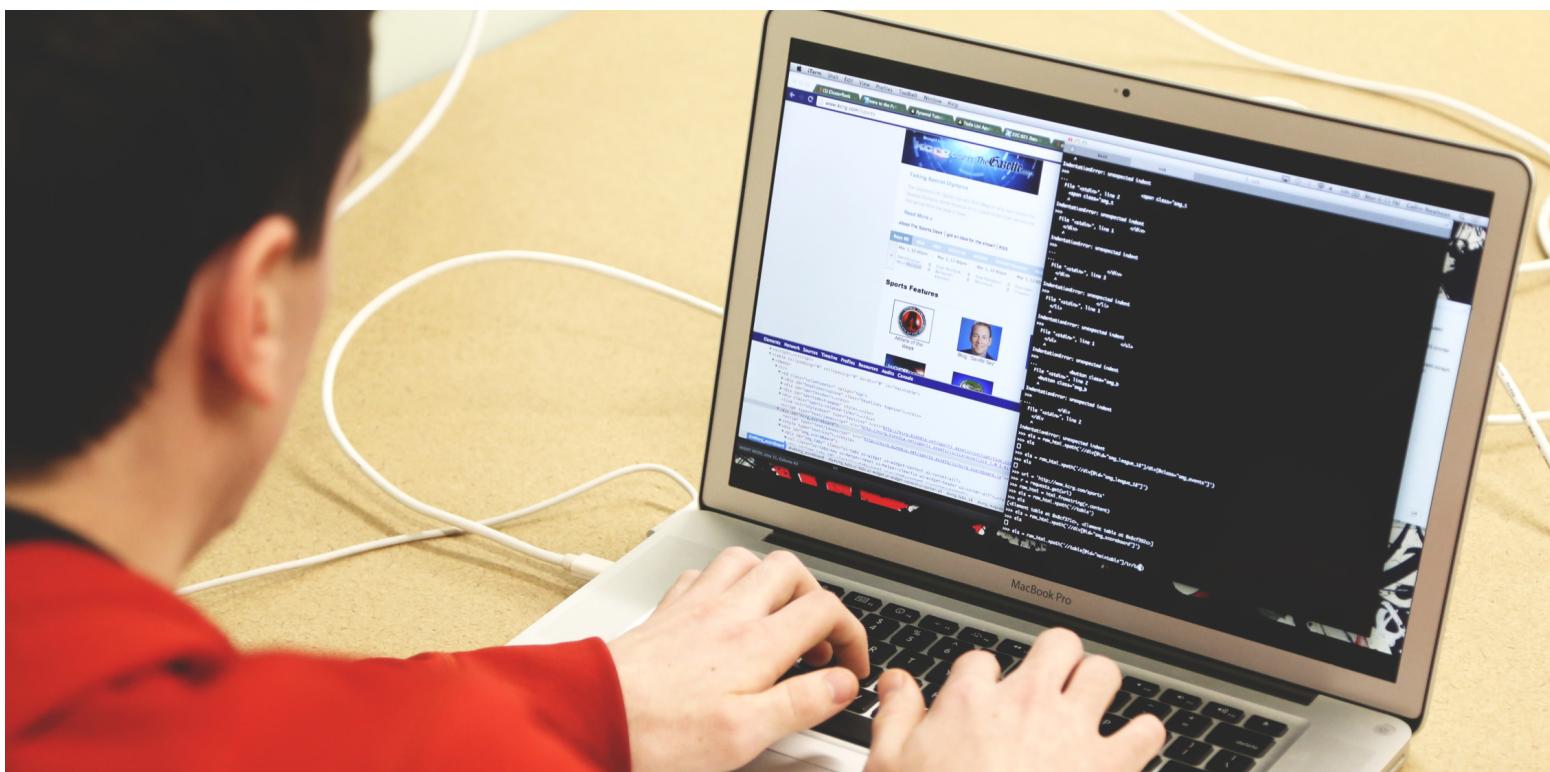


# How people work in the civil service

## Profile 4 of 6: Technical



**“We develop digital services for the public but have to use personal devices in order to test these services as the laptops are so outdated.”**

Technical staff usually manage and develop digital and technical services. In some cases they produce databases or perform in-depth data analysis.

They may need access to coding environments and specialist software such as visualisation or modelling software. Some need to manipulate large datasets.

Common roles in this profile are data analysts, scientists, designers, developers and IT staff.

They are usually office-based, as they work on specialist equipment or in-house systems that are not portable. Others can work remotely.

They need:

Access to specialist software.

Hardware capable of running multiple specialist applications simultaneously.

Secure, open and reliable access to the internet, so they can get information from anywhere and test the services they create.

To transfer large files between cloud storage sites and applications, so they can share and work with data.

### Attributes

Cross-government interaction

■ ■ ■ **Rarely**

Work in different locations

■ ■ ■ **Sometimes**

Urgent requests from others

■ ■ ■ **Rarely**

Working hours

■ ■ ■ **Some non-standard**

Software needs

■ ■ ■ **Complex**



Government Digital Service