Senior Onsite Support Engineer (Ref: 1693)

Ministry of Justice

Apply before 11:55 pm on Sunday 19th January 2025

Ministry of
JUSTICE

Reference number

385645

Salary

£41,463 - £52,040

The national salary range is £41,463 - £45,276, London salary range is £47,657 - £52,040. Your salary will be dependent on your base location

A Civil Service Pension with an employer contribution of 28.97%

Job grade

Senior Executive Officer
SEO

Contract type

Permanent

Type of role

Digital

Working pattern

Flexible working, Full-time

Number of jobs available

12

Contents

Location

East Midlands (England), East of England, London (region), North East England, North West England, Scotland, South East England, South West England, Wales, West Midlands (England), Yorkshire and the Humber

About the job

Job summary

This position is based nationally.

Job description

Senior Onsite Support Engineer

Location: Regional (Specific onsite locations)

Eastern

London & South East

North East and Yorkshire

North Midlands

South Midlands

North West

South West and Central

Please state your preferred region (above) in your application

Closing Date: 19th January

Interviews: Will be held in stages, per region from 27th January

Grade: SEO

(MoJ candidates who are on a specialist grade, will be able to retain this grade on lateral transfer)

Salary: National: £41,463 - £45,276 (which may include an allowance of up to £462) London: £47,657 - £52,040 (which may include an allowance of up to £418)

Working pattern: Full-time (Onsite), Flexible working,

Contract Type: Permanent

Vacancy number: 1693

This is a national role and there will be a requirement to travel to various sites to support the business and the wider Onsite Team.

The Role

We re recruiting for Senior Onsite Support Engineers here at Justice Digital, to be part of our warm and collaborative Technology Support team. Our personal, customer-centric focus allows the MoJ business to run efficiently and effectively.

This role aligns with [Senior Infrastructure Operations Engineer](#) from the Government Digital and Data Framework

As the Senior Onsite Support Engineer, you will be reporting directly to Functional Leads, leading and people managing a team of engineers to ensure an excellent, effective, and efficient support service is delivered to all our customers and partners. The roles will require creative and adaptive thought and regularly need to consider and accommodate uncommon situations. The people in these roles will have the authority to act autonomously, and independently, departing from established patterns where deemed fit, and to be accountable for the outcomes.

This is a national role and there will be a requirement to travel to a variety of sites to support the business and the wider Onsite Team.

To help picture your life at [MoJ Justice Digital](#) please take a look at our [blog](#) and our [Digital and Technology strategy 2025](#)

Key Responsibilities:

Senior Onsite Support Engineers act as second or third-line support for incidents, problems and changes to solutions and services. At this role level, you will:

Contacting and liaising with end users when necessary and providing excellent customer service.

Working in partnership with other IT areas to fix technical problems including liaising and escalating to third-line support and ensuring excellent partnership and collaborative working.

Provide guidance on suitable technical workarounds that enable users to operate whilst a permanent resolution is being provisioned.

Document and update IT support and knowledge management materials.

An understanding of Assistive Technology to support users.

Provide specialist technical support and assistance to projects, ensuring delivery of non-functional requirements and continual service improvement.

Be responsible for preparations and support of IT operations solutions and services - physical or virtual - according to industry and organisational best practices, standards, service requirements and Key Performance Indicators (KPIs) throughout the product life cycle.

Coach and mentor junior team members.

Assist in the provision of first-class services and consistent levels of capability, as required by the organisation.

If this feels like an exciting challenge, something you are enthusiastic about, and want to join our team please read on and apply!

Person Specification

Essential

Technical Understanding: understand the core technical concepts related to the role and apply them with guidance.

Testing: review requirements and specifications, define test conditions, identify issues and risks associated with work, analyse and report test activities and results.

Continual Service Improvement: identify process optimisation opportunities with guidance and contribute to the implementation of proposed solutions.

Incident Management: diagnose and prioritise incidents, investigate their causes and find resolutions.

Service Focus: take inputs and establish coherent frameworks that work.

User Focus: identify and engage with users or stakeholders to collate user needs evidence, understand, and define research that fits user needs, and use quantitative and qualitative data about users to turn user focus into outcomes.

Asset and Configuration Management: maintain secure configuration and accurate information, control IT assets in one or more significant areas, and verify the location and state of assets.

Problem Management: You can initiate and monitor actions to investigate patterns and trends to resolve problems. You can effectively consult specialists where required. You can determine the appropriate remedy and assist with its implementation. You can determine preventative measures.

Willingness to be assessed against the requirements for SC clearance

The Civil Service is committed to attract, retain and invest in talent wherever it is found. To learn more please see the Civil Service People Plan and the Civil Service D&I Strategy.

How to Apply

All candidates must submit a **CV and Statement of Suitability (of up to 750 words)** which describes how you meet the below requirements:

Technical Understanding: understand the core technical concepts related to the role and apply them with guidance.

Testing: review requirements and specifications, define test conditions, identify issues and risks associated with work, analyse and report test activities and results.

Asset and Configuration Management: maintain secure configuration and accurate information, control IT assets in one or more significant areas, and verify the location and state of assets.

We recruit using the Success Profiles Framework and will assess your Experience, Technical Skills and the following Behaviours during the assessment process:

Seeing The Big Picture

Leadership

Managing a Quality Service

A diverse panel will review your application against the Person Specification above.

Successful candidates who meet the required standard will then be invited to a 1-hour panel interview held via video conference.

Interviews will be held in stages, per location. Successful candidates will be notified of interview dates at least 5 working days before. Interviews will take place over the course of 4-6 weeks.

Should we receive a high volume of applications, a pre-sift will be conducted before the sift. The pre-sift will be on the following requirement

Technical Understanding: understand the core technical concepts related to the role and apply them with guidance. *Expected level of competence- Working.

These are full-time, onsite roles based around the UK.

Eastern

London & South East

North East and Yorkshire

North Midlands

South Midlands

North West

South West and Central

Candidates will be required to specify their preferred office location (above) in application.

Successful candidates will be expected to attend a Prison Site, 5 days a week, between the hours of 10am and 3pm as core, with flexibility on either side for the remaining weekly working hours totalling 37. You may also spend time working away from your home site due to demand, requiring overnight stays.

Should you be unsuccessful in the role that you have applied for but demonstrate the capability for a role at a lower level, we reserve the right to discuss this opportunity with you and offer you the position without needing a further application.

A reserve list may be held for up to 12 months, from which further appointments may be made.

Terms & Conditions

Please review our Terms & Conditions which set out how we recruit and provide further information related to the role and salary arrangements.

If you have any questions, please feel free to contact recruitment@digital.justice.gov.uk

Person specification

Please refer to attached Job Description.

Benefits

Alongside your salary of £41,463, Ministry of Justice contributes £12,011 towards you being a member of the Civil Service Defined Benefit Pension scheme. Find out what benefits a Civil Service Pension provides.

Access to learning and development

A working environment that supports a range of flexible working options to enhance your work life balance

A working culture which encourages inclusion and diversity

A Civil Service pension with an employer contribution of 28.97%

Annual Leave

Public Holidays

Season Ticket Advance

For more information about the recruitment process, benefits and allowances and answers to general queries, please click the below link which will direct you to our Candidate Information Page.

Link: https://justicejobs.tal.net/vx/candidate/cms/About%20the%20MOJ

Things you need to know

Selection process details

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A reserve list may be held for up to 12 months, from which further appointments may be made.

Feedback will only be provided if you attend an interview or assessment.

Security

Successful candidates must undergo a criminal record check.

Successful candidates must meet the security requirements before they can be appointed. The level of security needed is security check (opens in a new window).

See our vetting charter (opens in a new window).

People working with government assets must complete underline baseline personnel security standard (opens in new window) checks.

Nationality requirements

This job is broadly open to the following groups:

UK nationals

nationals of the Republic of Ireland

nationals of Commonwealth countries who have the right to work in the UK

nationals of the EU, Switzerland, Norway, Iceland or Liechtenstein and family members of those nationalities with settled or pre-settled status under the European Union Settlement Scheme (EUSS) (opens in a new window)

nationals of the EU, Switzerland, Norway, Iceland or Liechtenstein and family members of those nationalities who have made a valid application for settled or pre-settled status under the European Union Settlement Scheme (EUSS)

individuals with limited leave to remain or indefinite leave to remain who were eligible to apply for EUSS on or before 31 December 2020

Turkish nationals, and certain family members of Turkish nationals, who have accrued the right to work in the Civil Service

Further information on nationality requirements (opens in a new window)

Working for the Civil Service

The Civil Service Code (opens in a new window) sets out the standards of behaviour expected of civil servants.

We recruit by merit on the basis of fair and open competition, as outlined in the Civil Service Commission's recruitment principles (opens in a new window).

The Civil Service embraces diversity and promotes equal opportunities. As such, we run a Disability Confident Scheme (DCS) for candidates with disabilities who meet the minimum selection criteria.

Diversity and Inclusion

The Civil Service is committed to attract, retain and invest in talent wherever it is found. To learn more please see the Civil Service People Plan (opens in a new window) and the Civil Service Diversity and Inclusion Strategy (opens in a new window).

Apply and further information

The Civil Service welcomes applications from people who have recently left prison or have an unspent conviction. Read more about prison leaver recruitment (opens in new window).

Once this job has closed, the job advert will no longer be available. You may want to save a copy for your records.

Contact point for applicants

Job contact :

Name :	SSCL Recruitment Enquiries Team
Email :	Moj-recruitment-vetting-enquiries@gov.sscl.com
Telephone :	0845 241 5359

Recruitment team

Email :	Moj-recruitment-vetting-enquiries@gov.sscl.com

Further information

Appointment to the Civil Service is governed by the Civil Service Commission s Recruitment Principles. I you feel a department has breached the requirement of the Recruitment Principles and would like to raise this, please contact SSCL (Moj-recruitment-vetting-enquiries@gov.sscl.com) in the first instance. If the role has been advertised externally (outside of the Civil Service) and you are not satisfied with the response, you may bring your complaint to the Commission. For further information on bringing a complaint to the Civil Service Commission please visit their web pages: http://civilservicecommission.independent.gov.uk/civil-service-recruitment/complaints/

https://www.jobtrain.co.uk/justicedigital/Job/JobDetail?JobId=565