# ROLE DESCRIPTION

| Job Role: | Domain Services Lead | |
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| | **Work Location:** | **Department:** |
| | Aberdeen | Information Systems |
| **Purpose of Role:** | • The Domain Services Lead is responsible for leading and managing domain services provision to consistently meet current and future requirements of the business<br>• This role is responsible for managing the day-to-day service delivery and ongoing operation of defined domain services provided by both internal and external service providers, including deployment, monitoring, and administration as well as prevention and resolution of issues<br>• This role will review new and existing team competencies and where appropriate, to build and maintain the required capabilities for the required discipline to support the business<br>• The role supports the business objectives by providing safe, secure, and reliable domain services, covering services including but not exclusive to Active Directory/Azure Active Directory, Identity Access Management, Policy Management, Azure AD connect, Multi-Factor Authentication, Public Key Infrastructure, Domain Name System, DHCP and AD reporting<br>• A key requirement of the role is not only to maintain its functional capabilities, but to develop the discipline to improve ways of working demonstrated by results such as the extent to which SLAs with the business are delivered and achieved | |
| **MAE*/MATTE* and HSE* Critical Responsibilities:** | • Ensure that all activities are carried out in a safe manner complying with all regulatory requirements, legislation and Harbour Energy HSEQ procedures | |
| **Areas of Accountability, Responsibility and Competence Level:** | • Supports the execution of the IS strategy and roadmap and develops relevant functional objectives for the area based on the role holders' knowledge and experience<br>• Liaises with Platform, Networks and Security Manager and supply chain to support IS Operations sourcing strategy and partner relationship management<br>• Supports the Platform, Networks and Security Manager with development of the annual IS Operations budget from a domain services perspective<br>• Works with Platform, Networks and Security Manager to develop workforce plans that ensure IS operations can supply skilled resources to meet current and future demand across the enterprise<br>• Works with appropriate teams and 3rd party vendors to ensure the integrity, safety, security, compliance, and reliability of Harbour Energy's domain services and is responsible for resolving arising issues within agreed timeframes<br>• Provides advice into strategic direction for the full life cycle of design, development, operation, and support of IS systems<br>• Changes or improvement monitors the progress of key programs and ensures regulatory compliance in service delivery<br>• Creates and maintains documentation, including processes, procedures, design & configuration, and operating manuals<br>• Is involved with design and delivers support programs which support competitive objectives within the infrastructure environment<br>• Manages a comprehensive and integrated ITSM landscape and associated service levels, based on best-practice processes, disciplines, and related toolsets<br>• Adheres to enterprise technology standards, governance processes and performance metrics<br>• Ensures the adoption of (and commitment towards) service improvements<br>• Owns the development of asset inventories within the organisation's ecosystem | |

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| | • Follows the formal governance mechanism to establish and monitor effective controls for the processes and functions performed by IS operations teams<br><br>• Ensures provision of IS domain services are deployed in line with IS security requirements<br><br>• Supports the IS Security Cyber Operations team to ensure IS Security tooling is fully deployed and operational across the whole estate with appropriate governance, reporting and KPIs established<br><br>• Develops staff through coaching, mentoring and performance management<br><br>• Responsible for ensuring IS operational capabilities achieve regulatory or statutory compliance requirements<br><br>• Works with colleagues in International Business Units (IBUs) to ensure governance, standards and compliance is aligned, and supports international IS functions where required<br><br>• May be required to provide out of hours support via an on-call rota |
| **Critical Skills\***<br>**Qualifications**<br>**Experience, etc.:**<br>(\* Indicate either preferred or essential.) | • Experience of managing multiple teams, with the ability to communicate IS Operations objectives and motivate staff<br><br>• Excellent analytical, strategic conceptual thinking, strategic planning and execution skills<br><br>• Strong Industry, domain-specific knowledge of the enterprise and its business units<br><br>• Experience of developing and implementing process improvements<br><br>• Self-motivated and pro-active with a willingness to go the extra mile to achieve important goals<br><br>• Competent in budget planning and financial management<br><br>• Experience of delivering governance practices to track and measure the quality of services, and maintain service improvement plans<br><br>• Strong third-party management skills, working closely with sourcing and vendor managers<br><br>• Excellent verbal and written communication skills, including the ability to explain technical concepts and technologies to the IS workforce<br><br>• Proven experience in building and running network and voice support teams, working with business users, and third-party vendors<br><br>• Proven experience of domain services - Active Directory, Domain controllers, Multi-factor authentication, Group Policies, PKI, DNS, DHCP, IAM, Azure Conditional access as examples<br><br>• Previous experience of working with a diverse and multi-national infrastructure vendor support model<br><br>• Experience and knowledge of cloud infrastructure services including tooling and security<br><br>• ITIL qualification (foundation at a minimum or similar demonstrated experience) |

**\* Abbreviations:**

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| HSE | Health, Safety and Environment |
| MAE | Major Accident Event |
| MATTE | Major Accident to the Environment |