



Job Title: IT Infrastructure Engineer	Role Profile Number: OPH21
Grade: R Salary:	Date Prepared: 16/08/2018
Directorate/Group: Resources	Reporting to: IT Operations Delivery Manager
Structure Chart attached:	No

Job Purpose

1. This post exists to provide support and maintenance for the Council's IT infrastructure in line with the council's vision and priorities.
2. The post holder will work collaboratively with customers, the existing Infrastructure Team and suppliers.
3. To ensure highly available data centre, LAN and WAN infrastructure services for the Council and its customers whilst using the ITIL framework to meet SLAs, KPIs and OLAs.

Key Accountabilities

4. Strong, proven customer service and communication skills
5. Team player with keen aptitude for consistent, clear and maintained process documentation
6. Ability to provide detailed and accurate technical documentation including but not limited to infrastructure diagrams
7. Create and maintain CMDB entries
8. Ensure IT Change Control process is consistently followed
9. Work closely with IT Change, IT Operations and Information Governance to ensure required standards are met
10. Ability to prioritise and work flexibly in a high pressure environment
11. Strong understanding of Data Centre and wider IT technical disaster recovery processes and able to quickly implement them when needed
12. Proven troubleshooting skills in a data centre and wider network environment with strong experience of managing LAN, WAN and all associated network infrastructure services
13. Windows server 2008, 2008R2, 2012 and 2016 configuration and management with excellent hardware and software skills

14. Strong experience of server and desktop virtualisation using Hyper V (VMware advantageous)
15. Experience of good storage management including backups of a variety of data sources such as Oracle, and SQL databases
16. High standards in management of Active Directory, DHCP, DNS, DMZ, domain and group policy
17. Knowledge of Checkpoint, Dell switches and storage, Cisco, IBM, Barracuda proxy and Arcserve backup solutions an advantage
18. Good working experience of use and configuration of SCCM and SCOM to deliver efficient and well managed services
19. Skilled in the use of PowerShell
20. Use of ITIL framework to follow key processes including and not limited to Incident Management, Change Management, Problem Management and Continuous Service Improvement
21. Strong communicator with good independent and team working skills and an aptitude for providing a structured and documentable approach to processes followed
22. Technical design and test plan creation
23. Keen knowledge and interest of current and emerging technologies
24. Experience in a commercial IT Solutions provider or Managed Services environment
25. Experienced in meeting compliance requirements such as GDPR, NCSC, and PSN (CoCo)
26. Good understanding of security software and practices for the protection of all council devices from cyber threats. Able to demonstrate preventative actions as well as effective response to threats
27. Experience of Office 365, Exchange, Azure, Intune and Skype for Business an advantage
28. Skilled in the support of Avaya, Mitel and BT software and hardware
29. Work with the IT Infrastructure Manager to contribute towards business planning with the council
30. Professional and structured approach to all work to set the technical standard for the rest of the department and ensure a clear joined up and collaborative methodology
31. Critical friend to 1st and 2nd line colleagues to ensure a seamless and organised IT service
32. Assist with implementation of on premise, SaaS, IaaS and PaaS solutions in accordance with the Council's needs, demands and tender outcomes
33. Work as a team to ensure high availability of Council services between the core hours of 8am to 5pm and to provide out of hours morning, evening and weekend cover for significant project and upgrade work as well as major incidents when required

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

Proven hands-on technical skills.

Good knowledge of large business systems with in excess of 200 users

Knowledge of networking fundamentals, storage technologies, server virtualisation software, data centre technologies.

Qualifications

A relevant degree or equivalent work related experience

Exceptional Information Technology skills backed up by experience or certification. ITIL

Foundation or above

Any industry qualifications would be looked on favourably i.e. Cisco, Microsoft, TOGAF, PRINCE, APM etc.

Decision Making

- Quick thinker, able to make decisions to maintain and restore critical business functions during an incident or event
- Provide technical expertise to influence key business decisions on choices for infrastructure related works
- Prioritise own workload to ensure the efficient running of the IT service

Creativity and Innovation

- The job will involve creating processes and knowledge base articles whilst working with colleagues and partners to maintain and restore business critical Council services
- Have input in conjunction with the IT Infrastructure Manager for developing the policies and procedures of the IT team
- Develop creative solutions to problems to enable seamless provision of service to council staff, partners and 3rd parties.
- Resolve new and unknown failures within the network, server hardware and software

<u>Job Scope</u> Number and types of jobs managed <ul style="list-style-type: none">• This post will use Council's ITSM to receive and complete jobs as well as working as part of dynamic teams to deliver project Typical tasks supervised/allocated to others <ul style="list-style-type: none">• Incident and request management	Budget Holder Responsibility Asset Responsibility:	No
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Contacts and Relationships *(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)*

The role will deliver close support in the form of expert technology advice to the Head of IT and will specifically hold 3rd party proposals to account via technical scrutiny.

Other Key Features of the role (working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury)

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34. Flexible working may be required on occasional evenings and weekends during business critical works and planned maintenance windows

35. A self-starter and a passionate researcher or emerging technology.

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	