Job Description

Job title	ICT Infrastructure Engineer
Directorate	BUSINESS : Business Support
Division	Finance & Business Intelligence
Range	MPR 4
Reports to	ICT Infrastructure Manager

Main purpose of the job:

To monitor and support core aspects of the authority's Directory Service, Desktop Delivery Service and Infrastructure equipment taking appropriate action as and when necessary.

To document to departmental standards, changes to processes and to update the IT service management system to record actions, escalations and repairs for service requests logged via the ICT service desk creating knowledgebase articles where beneficial for ICT colleagues or customers.

Provide absence cover for the ICT senior operator in relation to operational processes.

To assist in the support and monitoring of core infrastructure technology

Liaise with stakeholders in a way that promotes the vision and values of the Council.

Accountabilities and outcomes:

To monitor and support core aspects of the authority's Directory Service ensuring the platform is reliable and performing optimally.

To assist in supporting and monitoring of core aspects of the Desktop Delivery Service to ensure availability meets Service level Agreements.

To assist in the managing and monitoring of core aspects of core infrastructure technologies to ensure data is protected and systems remain secure.

To take appropriate action, including escalating, should any infrastructure service not be performing to the required standard for the benefit of the organisation or department

To perform all routine tasks according to process and checklists to identify trends for the purposes of capacity and availability management.

To maintain all necessary documentation to agreed standards to aid support.

Process incidents and changes logged to the ICT – infrastructure queues in line with SLA's to ensure service is maintained to an agreed standard.

To assist third parties to provide contracted infrastructure services for the benefit of the organisation ensuring they are delivered and used as intended

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Organisation:

This role reports to the ICT Infrastructure Manager

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

Person Specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

A recognised industry qualification and 1 years experience in a similar role and a good standard of education

Or

2 years experience in a similar role and a good standard of education

Level B (in addition)

•   <add in role specific qualification>

Level C (in addition)

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Knowledge

Level A

A basic understanding of a supported server operating system. Microsoft preferred.

Awareness in protecting sensitive data and mitigating cyber threats. Awareness in conducting security audits, vulnerability scans, and implementing security controls to ensure compliance with industry standards. Support in reducing the number of security incidents caused by human error and improving overall security posture of the technical area covered in this job profile.

Awareness in creating accessible and inclusive environments for all individuals, including those with disabilities. Commitment to implementing inclusive solutions that meet accessibility standards. Support in fostering an inclusive culture where diversity is valued and all employees have equal access to opportunities and resources.

Awareness of ITIL and how this can be effective in an ICT environment.

Level B (in addition)

- o The knowledge to install, configure and resolve support calls in relation to a supported operating system.
- o Awareness of service management
- o Knowledge of how to generate reports using COTS or in built server tools.

Level C (in addition)

Knowledge to connect to multiple management centres and react accordingly to reported warnings and errors.

Experience

Level A

One year of applicable ICT system administration.
Experience of administrating commercial of the shelf software

Level B (in addition)

Experience of administering server operating systems
Experience of executing precompiled scripts
Experience of administrating commercial off the shelf infrastructure software

Level C (in addition)

Extensive experience in supporting and maintaining server infrastructure needing only to escalate complex issues.

Skills

Level A

- **Asset and configuration management**

You can:

maintain secure configuration and accurate information, controlling IT assets in one or more significant areas
Level: working

Level B (in addition)

- **Availability and capacity management**

You can:

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• manage service components to ensure they meet business needs and performance targets
Level: working

• **Change management**

You can:
• implement changes based on requests for change
• apply change control procedures
Level: awareness

• **Coding and scripting**

You can:
• show an awareness of the scripting tools and software that are available and currently in use
• Execute precompiled scripts
Level: awareness

• **Incident management**

You can:
• identify and register incidents, gathering the required information and allocating it to the appropriate channel
Level: awareness

• **IT infrastructure**

You can:
• build, configure, administer and support infrastructure technologies and solutions. These technologies and solutions can include computing, storage, networking, physical infrastructure, software, commercial-off-the-shelf software (COTS), and open source packages and solutions. They can also include virtual and cloud computing such as Infrastructure as a Service (IaaS), Platform as a Service (PaaS) and Software as a Service (SaaS)
Level: working
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- **Information security**

You can:
- discuss information security and the security controls that can be used to mitigate security threats within solutions and services

Level: awareness

- **Modern standards approach**

You can:
- explain the most important principles of a modern standards approach and how they apply to the work you are undertaking
- apply these principles under guidance

Level: working

- **Ownership and initiative**

You can:
- own an issue until a new owner has been found or the problem has been mitigated or resolved
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Level: working

- **Service focus**

You can:
- take inputs and establish coherent frameworks that work

Level: working

- **Systems integration**

You can:
- build and test simple interfaces between systems
- work on more complex integration as part of a wider team

Level: working

- **Technical Understanding**

You can:
- show an awareness of the relevant subject matter and a high level understanding of what it involves
Level: awareness
- understand the core technical concepts related to the role, and apply them with guidance
Level: working

- **Testing**

You can:
- correctly execute test scripts under supervision
- understand the role of testing and how it works
Level: awareness

- **User focus**

You can:
- identify and engage with users or stakeholders to collate user needs evidence
- understand and define research that fits user needs
- use quantitative and qualitative data about users to turn user focus into outcomes
Level: working

Level C (in addition)

Adept in the administration of servers in diverse environments including private & public clouds

Continual service improvement

You can:
- show an awareness of developing process efficiency and common ways in which processes are optimised.
- support specific activities to improve development processes
- spot or identify obvious deficiencies
Level: awareness

Problem management

You can:
- investigate problems in systems, processes and services, with an understanding of the level of a problem (for example, strategic, tactical or operational)
- contribute to the implementation of remedies and preventative measures
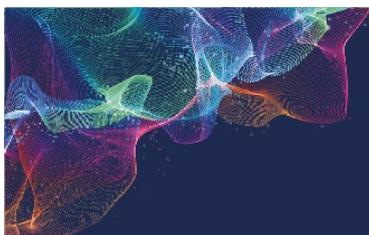**Level: awareness**

Technical specialism

You can:
- assist in technical support activities and carry out agreed or routine maintenance and administration tasks
Level: awareness