

Designation:	Principal ICT Officer – Infrastructure
Grade:	Grade 6
Hours:	37 (requiring some work outside normal office hours.)
Location:	Ebley Mill
Job Purpose:	To ensure the organisations IT infrastructure is secure, stable, performant and resilient
Responsible to:	Infrastructure & Security Manager

KEY DUTIES

- To ensure the organisations IT infrastructure & network is fit for purpose, serviced appropriately and securely maintained.
- To assist with implementing projects which will support the Council's long term goals and objectives.
- Perform 3rd line Systems/Network Administration tasks as required.
- Manage and support SAN storage, server virtualisation & backup environments.
- Work with the systems development team to develop and deploy corporate applications through our virtual desktop environment.
- Investigate & troubleshoot WAN & LAN issues, escalating with suppliers as appropriate.
- Pro-actively monitor and maintain a range of hardware & software using automated monitoring, patching & vulnerability scanning tools.
- To plan, manage and implement system and security updates, in line with government & industry standards.

SKILLS AND KNOWLEDGE

- Educated to degree level in a relevant discipline or relevant experience
- An advanced IT related qualification or relevant experience
- Excellent communication skills both verbal and written
- An understanding of administrative processes and systems
- Experience of working with clients
- Ability to manage own time and workload

Ability to undertake work of a range of advanced activities: either applying to more than one function which requires detailed knowledge and skills in a specialist discipline; or applying to one function which requires detailed knowledge and skills in more than one specialist discipline.

COMPLEXITY AND CREATIVITY

Work within a small ICT team, supporting the council as it continues to adapt to meet future challenges.

Work which requires a range of imaginative solutions or responses and involves application of fresh and innovative thinking

JUDGEMENT AND DECISIONS

Required to exercise discretion in a range of areas where advice is not normally available and policies and procedures provide general guidelines.

CONTACTS

Members of the Council

Members and staff of other local authorities/partner agencies

Suppliers and contractors

Members of the public

Contact required in respect of service delivery issues where the content and outcome are not straightforward or well established and could involve more detailed assessment, planning, evaluation, care and assistance. Some authority in the provision of services is required.

RESOURCES

Little or no responsibility for physical or financial resources.

TRAVEL DESIGNATION

Casual.

GENERAL

- To work with communities sometimes outside normal office hours, including weekends.
- To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives.
- To work with colleagues across the organisation as required in support of organisational goals.
- To promote the Council's overall commitment to equality of opportunity/Diversity at all times and work within the requirements of the Council's Equality Scheme.
- To undertake all training and development initiatives as required.
- To work within Health and Safety guidelines in accordance with the Health and Safety at work Act.
- To work within the requirements of the Council's Environmental Policy and Management System.
- To undertake any appropriate duties required to meet the Council's obligations under the Civil Contingencies Act.

This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.