

Department:	Corporate Resources
Job Title:	Senior Technical Specialist (Infrastructure)
Grade:	12
Service/Section:	ICT Operations
Base/Location:	County Hall, Glenfield
Responsible To:	Team Leader (Infrastructure)
Responsible For:	<i>Technical Specialist, Assistant Technical Specialist</i>
Key Relationships/ Liaison with:	Service colleagues, customers, suppliers and partners.

Job Purpose	
	<ul style="list-style-type: none"> • To be responsible for, and provide maintenance, support and consultancy, for parts of the ICT infrastructure to ensure that ICT services are delivered reliably, resiliently and provide value for money. • The role will involve a varying combination of line management duties and in-depth technical knowledge and understanding across a range of ICT infrastructure services. • To mentor and guide technical specialists and assistant technical specialists. • To co-ordinate small teams of technicians across ICT to deliver new services and service improvements. • To plan and manage the work of Technical Specialists and Assistant Technical as required. • To ensure that services are delivered to agreed SLAs. • To be the principal point of contact for providing technical advice and information.

Main Duties and Responsibilities	
1.	<ul style="list-style-type: none"> • Support, install and implement ICT infrastructure in line with corporate strategies. • Configure, test and install operating systems and hardware, according to supplier recommendations and best practice, across a range of platforms including: Microsoft, Oracle, Solaris, Linux and VMWare. • Liaise with customers and appropriate ICT staff in the development and use of recovery procedures, contingency planning, disaster recovery and security matters. • Assist with the design and build of the ICT infrastructure as appropriate. • Advise on technical and security standards to ensure cost effective, secure and high availability of systems and services. • Work in a team of ICT technicians delivering the following ICT

infrastructure services:

Client & Network Services

- LAN, WAN and Wireless networks (including Point-to-Point VPN's and 3rd Party Connectivity)
- Firewalls and perimeter security
- Internet & Cloud Services
- Telephony and Unified Communications Services (including VOIP, Skype for Business, Call Recording and SIP Services)
- Messaging Services (including but not limited to Microsoft Exchange, Email Gateway and Secure Email)
- Desktop PC and Virtual Desktop Infrastructure (VDI) Management
- Desktop Security SCCM Administration
- Remote Access & Two-Factor Authentication Management
- Active Directory Management (Including ADFS, DNS, DHCP & GPO etc)
- End Point Security and Anti-Virus/Malware Management & Administration
- Load Balancing & Certificate Management
- Remote Support
- Mobile Services inc. Mobile Device Management (MDM)
- Libraries Desktop System Management

OR

Database Services

- Hyper-Converged Infrastructure/Virtual Platform Management (Hyper-V, AHV & Oracle Containers)
 - Oracle DBA (Database, Oracle tools and Oracle ERP)
 - SQL Server DBA
 - Storage Area Network Management & Administration
 - System Backup Management & Administration
 - Server administration (Windows, Solaris, Linux, VMWare)
 - Printing (Support and management of Multi-Functional Print Services)
 - File Structure and Permission Management
 - Facilities Management
 - System Monitoring & Management
 - Security Testing
 - Patch Management
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- Recommend hardware and software upgrades liaising with the Change Management Team. Assess hardware performance and make recommendations to ensure service continues to meet SLA targets.
 - Take responsibility for the documentation and successful completion of detailed build/test plans and unit, system and disaster recovery testing. Agrees detailed implementation and transition plans with relevant managers.
 - Work with Strategic I&T colleagues to develop and inform system roadmaps to align with the IT Strategy.

2.

Demonstrate behaviour as defined in the corporate management competency framework (*Management Competency Framework*) as a Level 1 manager. This can be summarised as:

	<ul style="list-style-type: none"> • Deliver High Performance <ul style="list-style-type: none"> ○ Managing people and resources to create more effective and efficient service delivery ○ Achieve operational excellence. • Manage and Develop People <ul style="list-style-type: none"> ○ Developing high performing teams, enabling continuous learning for all employees and celebrating success. • Lead, inspire and motivate <ul style="list-style-type: none"> ○ Setting a clear purpose, direction and targets for individuals and teams • Build relationships to achieve results <ul style="list-style-type: none"> ○ Engaging effectively with all relevant stakeholders and maximising co-operative relationships even in difficult circumstance. • Champion Continuous Improvement <ul style="list-style-type: none"> ○ Create an environment where new ideas are encouraged and all manage lead change
3.	Assist with the recruitment and selection of technical staff.
4.	Monitor and maintain the effectiveness of service delivery. Ensure that a range of KPIs are monitored and used effectively. Advise ICT management and other stakeholders of any risks, issues, availability, capacity, business continuity or contractual issues.
5.	Manage small teams of technicians to deliver work packages across ICT to ensure they are delivered on time, cost and quality as agreed. Assist Team Leaders and Team Manager in production and maintenance of team and resources plans.
6.	Identify and resolve incidents and problems to meet agreed SLAs, liaise with management as required. Support the Problem Resolution Coordinator by leading investigation to identify root cause of Problems and recommending solutions.
7.	Liaise with your service manager to ensure that all services have adequate staff cover to meet agreed SLAs.
8.	Ensure that IT Service Management policies and procedures are actively used within the team for example: Incident, Major Incident, Problem, Change and Release. Suggest improvements and changes where necessary.
9.	Define service roadmaps as allocated by your service manager.
10.	Be the subject matter expert on the services and technology you support and maintain. Acquire and maintain an in-depth up-to-date knowledge of relevant ICT subjects applicable to the current and future needs of the council.
11.	Monitor delivered ICT services in line with service management best practice to ensure availability and reliability of service. Make recommendations for service improvement as identified.
12.	Assist with the specification, selection, purchase, configuration, testing and commissioning of IT equipment and services including 3 rd party contracts. Carry out contract management and supplier management duties as required.
13.	Provide and update operational, testing and service documentation (Including disaster recovery failover) and ensure it is fit for purpose.
14.	Take ownership of issues across ICT to ensure they are resolved for example: Identify and resolve problems via the problem management process Suggest process and procedures improvements

	Encourage cross team co-operation. Work closely with I&T service desk to ensure incidents are dealt with quickly and effectively and ensure effective communication at all times.
15.	Provide direction and guidance on technical aspects of ICT services you are responsible for in the development and integration of information systems, taking into account the relevant architectures, strategies, business continuity, policies, standards and practices and that these are applied correctly.
16.	Take a lead role in developing standards, working practices and other quality initiatives within the team. Participate in internal working groups as necessary.
17.	Work closely with suppliers, external contractors and other partners in a professional manner to ensure that business goals, project milestones and work packages are delivered as agreed.
18.	Deputise for line manager when required.
19.	Any other duties commensurate with the grading of the post.
20.	Promote a focus on equality and diversity in line with the Council's Equality Standard.

Special Factors

- The nature of the work will involve the post holder working on major incidents, changes and pre-planned activities outside of normal working hours. There is currently an ICT change window for 12 pre-planned weekends a year. This schedule is published well in advance, and staff may need to be available for some or all of these depending on the work being planned. The majority of the time two weeks' notice will be given to staff who are required to work, although the aim is to give as much notice as possible.
- The post holder should make themselves available for all ICT change windows except by prior agreement with their line manager.
- Other urgent/emergency changes can also occur throughout the year where evening or weekend work may be required.
- The post holder will be required to participate in an out of hours emergency support rota (This rota is yet to be defined).
- Subject to review, the post will attract a casual user car allowance.
- The post-holder may be required to attend training courses, conferences, seminars or other meetings as required by his/her training needs and the needs of the service.
- Expenses, overtime and standby will be paid in accordance with the Local Conditions of Service prevailing at the time.

This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.

Leicestershire County Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to

accommodate a suitable disabled candidate.

Date Prepared/Revised: 1st October 2019

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	Essential	Desirable	How assessed
<p>Qualifications</p> <ul style="list-style-type: none"> NVQ level 4 (or equivalent) or achieved proficiency in SFIA skills at level 3 Basic Management training (MFP, ILM level 3 or equivalent) Professional qualification (e.g. ITSMF, CompTIA A+, MCP, MCSE, MCTS, MCITP, CompTIA N+, OCP) 	✓	✓ ✓	App/Int/ Test/Pre/ Dc App/Dc App/Dc
<p>Experience</p> <ul style="list-style-type: none"> Proven substantial ICT experience with evidence of operating at a practitioner level (SFIA level 3) in a large ICT environment Of leading technical and professional staff Of formal IT service management framework processes. Of supporting major/business critical ICT systems, including management of incidents and change Leading on complex technical projects and hardware/software implementations. Manage a team of ICT technicians to deliver technical projects. Extensive experience in at least three aspects of the following 3 main infrastructure areas: <ul style="list-style-type: none"> Client & Network Services <ul style="list-style-type: none"> LAN, WAN and Wireless networks (including Point-to-Point VPN's and 3rd Party Connectivity) Firewalls and perimeter security Internet & Cloud Services Telephony and Unified Communications Services (including VOIP, Skype for Business, Call Recording and 	✓ ✓ ✓	✓ ✓ ✓ ✓ ✓	App/Int/ Test/Pre App/Int/ Test/Pre App/Int/ Test/Pre App/Int/ Test/Pre App/Int/ Test/Pre

<p>SIP Services)</p> <ul style="list-style-type: none"> ○ Messaging Services (including but not limited to Microsoft Exchange, Email Gateway and Secure Email) ○ Desktop PC and Virtual Desktop Infrastructure (VDI) Management ○ Desktop Security SCCM Administration ○ Remote Access & Two-Factor Authentication Management ○ Active Directory Management (Including ADFS, DNS, DHCP & GPO etc) ○ End Point Security and Anti-Virus/Malware Management & Administration ○ Load Balancing & Certificate Management ○ Remote Support ○ Mobile Services inc. Mobile Device Management (MDM) ○ Libraries Desktop System Management <p>OR</p> <p>Database Services</p> <ul style="list-style-type: none"> ○ Hyper-Converged Infrastructure/Virtual Platform Management (Hyper-V, AHV & Oracle Containers) ○ Oracle DBA (Database, Oracle tools and Oracle ERP) ○ SQL Server DBA ○ Storage Area Network Management & Administration ○ System Backup Management & Administration ○ Server administration (Windows, Solaris, Linux, VMWare) ○ Printing (Support and management of Multi-Functional Print Services) ○ File Structure and Permission Management ○ Facilities Management ○ System Monitoring & Management ○ Security Testing ○ Patch Management 			
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<p><u>Knowledge</u></p> <ul style="list-style-type: none"> • Good analytical/problem solving skills; numerate • Strong technical flair • Ability to communicate complex issues both verbally and in written format in a concise and easy to understand manner • A sound understanding of the capabilities of ICT to meet business requirements • Methods and techniques for preparing and presenting business cases; invitations to tender; and statements of requirements • The identification, assessment and management of risks • Demonstrable strong customer focus. 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p>	<p>App/Int/ Test/Pre</p> <p>App/Int/ Test/Pre</p> <p>App/Int/ Test/Pre</p> <p>App/Int/ Test/Pre</p> <p>App/Int/ Test/Pre</p> <p>App/Int/ Test/Pre</p> <p>App/Int/ Test/Pre</p>
<p><u>Skills and Competencies</u></p> <ul style="list-style-type: none"> • Able to demonstrate a flexible, innovative and positive approach • Can communicate effectively at all levels • Strong interpersonal skills to lead, motivate and guide team members to achieve agreed objectives. • Ability and initiative to influence and challenge others and to challenge 'custom and practice' • Ability to approach change positively • Ability to form and maintain constructive working relationships across the team, unit and organisational boundaries at all levels • Ability to understand a problem or situation by breaking it down systematically into its component parts and identifying the relationships between these parts • Ability to make decisions at the appropriate time, taking into account the needs of the situation, priorities, constraints and the availability of necessary information • Ability to manage and utilise resources (finance, information, facilities, ICT) to maximum effect. • Commitment to deliver quality ICT services that meet customer requirements 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p>	<p>App/Int/ Test/Pre</p> <p>App/Int/ Test/Pre</p> <p>App/Int/ Test/Pre</p> <p>App/Int/ Test/Pre</p> <p>App/Int/ Test/Pre</p> <p>App/Int/ Test/Pre</p> <p>App/Int/ Test/Pre</p> <p>App/Int/ Test/Pre</p> <p>App/Int/ Test/Pre</p> <p>App/Int/ Test/Pre</p>

<ul style="list-style-type: none"> • Commitment to continuous professional development • Ability to work successfully and remain calm under pressure • Excellent organisational skills with the ability to manage priorities and work to deadlines • Have a 'can do' attitude with a strong customer focus • Desire to evolve and improve the service they provide • Enthusiasm and the ability to learn new skills • Demonstrate management competencies as defined in Management Competency Framework. to level 1. • Experience of working within an SLA framework and informing relevant KPIs. • Ability to provide concise documentation • Demonstrate commitment to working out of hours when dealing with both major incidents and planned work. • Ability to work without close supervision • Sustainable and realistic travel plan between residence and workplace 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓ 	<ul style="list-style-type: none"> App/Int/ Test/Pre App/Int/ Test/Pre App/Int/ Test/Pre App/Int/ Test/Pre App/Int/ Test/Pre App/Int/ Test/Pre App/Int/ Test/Pre App/Int/ Test/Pre App/Int/ Test/Pre App/Int/ Test/Pre App/Int/ Test/Pre App/Int/ Test/Pre App/Int/ Test/Pre
<p>Other Requirements</p> <p>An understanding of, and commitment to Equal Opportunities, and the ability to apply this to all situations.</p> <p>Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the provisions of the Equality Act 2010</p> <p>Possess a valid driving licence.</p>	<ul style="list-style-type: none"> ✓ ✓ 	<ul style="list-style-type: none"> ✓ 	<ul style="list-style-type: none"> App/Int Med Doc

<p>Key:</p> <p>App = Application Form Test = Test Int = Interview</p>	<p>Pre = Presentation Med = Medical Questionnaire Dc = Documentary Evidence (E.g., Certificates)</p>
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