



JOB DESCRIPTION

**Form
JD1**

5. CONTACTS & RELATIONSHIPS

As this role is a key support role delivering a high class of customer service the post holder must develop strong, productive, cooperative, professional and affable relationships with colleagues and customers being approachable at all times.

Internal: Regular contact with employees at all levels to develop, implement and support the ICT systems

Key internal contacts include:

- Service desk team
- 2nd line and Desktop Engineer teams
- Customer base
- The post holder will be an escalation route for internal contacts seeking advice on more complex queries..

External Some contact with solution and application providers to help implement or upgrade ICT systems and desktops or to resolve system faults.

Key external contacts include:

- Managed Service Providers
- Solution and application vendors
- External resources (Project management)
- Partner Organisations

6. DECISIONS – discretion & consequences

- The post holder will be making configuration and resolution decisions, within pre defined bounds, that if inappropriate could lead to a failure of the ICT systems and desktops. Such a failure could have significant impacts on the user base, business operation, finance and the subsequent ability of the business to carry out its moral, business and statutory obligations.
- The post holder will carry out risk assessments including business impacts when assessing changes to software, infrastructure or desktops as necessary and take the appropriate action to track and test all modifications to ensure system integrity and availability.

The post holder has some discretion concerning fault-resolution in line with SLA's and operational guidelines escalating as necessary to Senior Team members.

- The post holder will prioritise their workload, in conjunction with the Infrastructure Services Technical Lead, against the department's operational objectives and SLA's, ensuring an efficient and effective response to users.
- The post holder will be responsible for conducting sensitive investigations

	such as freedom of information requests and subject access requests which will require a high level of discretion.
7.	<p>RESOURCES – financial & equipment</p> <p>(Not budget, and not including desktop equipment.)</p> <ul style="list-style-type: none"> • Ensure the proper use, maintenance and repair of large enterprise computer systems and desktops consisting of hardware and software, with a value exceeding £1.3m. • Need to assist in data back-ups and ensure secure storage. • The post holder is involved in the management, security, consistency and backup of all corporate data, the value of which is, reputational and financially, virtually incalculable.
8.	<p>WORK ENVIRONMENT – work demands, physical demands, working conditions & work context</p> <p>Work demands</p> <ul style="list-style-type: none"> • Work is regularly subject to the conflicting demands of balancing support work with development needs • Work is subject to the resolution times within the SLA or to project deadlines. • Work is subject to the impacts and challenges of a very fast moving and complex environment. • Work is subject to unplanned work in fault-finding and the resolution of significant impacting failures. • Work is subject to providing support within the service level agreement of M. - F. 0800 to 1800 hours. This can mean the occasional periods of work out of hours working. • Planned work will often be subject to interruption due to conflicting priorities brought about by operational support problems. . <p>Physical demands</p> <ul style="list-style-type: none"> • Sitting and working at a computer screen for long periods. • Periods of physical work will be required including lifting and handling heavy equipment, often in cramped and awkward positions. <p>Working conditions</p> <ul style="list-style-type: none"> • Normal office environment with some working in a noisy computer room. <p>Work context</p> <ul style="list-style-type: none"> • Normal office environment. • Due to the nature of working with heavy equipment and high-powered electricity supplies there is some inherent risk to personal safety.

9. KNOWLEDGE & SKILLS

- The post holder will ideally have studied an IT related subject at school and/or college level and demonstrate application of that knowledge outside of the academic setting.

The post holder will resolve all incidents and problems which are escalated by the service desk or 2nd line to the infrastructure services team, these include but are not limited to:

- Verifying information contained within incidents and service requests
- Shadowing users to resolve issues and offer advice
- Reporting on various infrastructure systems and user activity
- Proactive monitoring of infrastructure systems and daily system checks
- Troubleshooting of infrastructure issues affecting users
- Creating mail accounts
- Analysing mail flow and analysing email headers
- Growing storage volumes
- Creating virtual services
- Resizing Virtual Machines
- Deploying Virtual Machines
- Creating print queues and driver installation
- Mailbox Restores
- Management of shared File/Folder permissions
- Documenting known issues/workarounds and other support procedures
- Liaising with Senior Infrastructure Engineers to escalate incidents and problems
- Data Investigations including freedom of information, subject access requests and other internal investigations.

The technical skillset should include knowledge of some or all of the following technologies:

Microsoft Windows Server 2008R2/2012/ 2016

Active Directory

Citrix XenApp

Microsoft Exchange

Storage Systems

Virtualisation

Skype for Business

- Should have some fault analysis and resolution skills to help meet the demands of supporting customer requirements by resolving faults that are impacting on the corporate and departmental business and information systems within a complex and diverse environment.
- Must have the ability and enthusiasm to develop a wide range of skill sets to manage the complexity and be able to link both the technical knowledge and business understanding to assess the full impacts of their actions.

- Must be able to develop and maintain a strong understanding and knowledge base of the council’s front and back office service delivery teams and their processes, often specialising in a particular department or directorates.
- Should have an understanding of “ITIL” principles and practices
- Must have the aptitude to develop and maintain technical knowledge base acquired by formal training courses, self-study and on the job training.
- Must be willing to undertake continuous professional development to keep abreast with technological advances with the capacity to absorb new technologies and apply and share that knowledge effectively.
- Must have sound oral and written communication skills and demonstrate the ability to work with colleagues of all levels in a professional, courteous and pleasant manner at all times.
- Ability to organise, prioritise and multi-task

