Job Description

Service:	3CICT Shared Service
Job title:	Senior Network/ Infrastructure Officer
Grade:	G
Hours of work:	Full Time
Responsible to:	Network/ Infrastructure Team Leader
Responsible for	
Direct reports:	0
Indirect reports:	0
Budget:	N/a

Purpose of Post:

- To ensure uptime and performance of council ICT systems meets or exceeds agreed SLAs and KPIs

- Work as part of the wider 3C ICT team delivering critical ICT infrastructure, services and systems to our three partner councils

- Be a point of escalation for other 3C ICT team's service affecting issues

- Provide Installation, Configuration and Support across all aspects of the Network Infrastructure, Datacentre and on-prem / cloud hosted services.

- Lead on problem analysis to resolution for Infrastructure managed systems.

- Monitoring and performance tuning of the infrastructure in-line with KPIs and SLAs.

- Deliver ICT infrastructure projects and other operational needs as required.

- Provide and analyse information for reporting on infrastructure assets, performance and monitoring.

Key Deliverables:

1. As a member of the Network & Infrastructure Team, the post holder will be responsible for:
   - Ticket management via helpdesk & project management systems
   - Providing infrastructure / server / network / cloud design and technical support
   - Installation, break-fix support, upgrades and performance monitoring of,
     - Physical Servers
     - Virtual Servers
     - Datacentre Network
     - Edge Network
     - WAN & MPLS
   - Managing infrastructure systems and services such as:
     - Asset management, Ticket mgmt, Time reporting
     - Firewall policies, IDS/IPS, Load balancers, NAT & Proxies
     - Anti-virus, system hardening and adherence to cyber security,
     - Configuration deployment, upkeep and maintenance tasks
     - Remote Access and Remote app / remote desktop services
     - Active Directory, Group Policy, DHCP, DNS
     - Switching and routing including advanced network config
     - Various infrastructure protocols & technologies

2. Ensuring training remains up to date and appropriate for the estate

3. Taking responsibility for delivery of allocated projects.

4. Working alongside the Database Analysts in support of the database systems

5. Maintaining records such as ITIL helpdesk tickets, system configurations, asset management, Team procedures and solution documentation.

6. Where necessary being the Technical Lead or taking the Project Manager role to ensure timely delivery of a project / piece of work.

7. Liaise with other 3C ICT teams to share and improve the flow of information.

8. Out-of-hours standby support, monthly patching and project delivery

9. This job description is intended only as a guide to the range of duties involved. The post holder will need to be flexible and adaptable in order to respond to other duties that may be required.

Knowledge and Qualifications	Desirable:
Essential: • Industry recognised professional qualifications relative to post	 • A recognised qualification to degree level in a technical field relevant to the post
Experience **Essential:** • Experience of working in a Network and Infrastructure role in a significantly sized organisation employing 500+ networked PCs and multiple servers	**Desirable:** Hands on experience with: • Alcatel, Palo Alto, Nutanix, • Trend, Clearpass, Entra ID, • MFA & Conditional Access, • ITIL service desk ticket mgmt • Project mgmt, • Change management • Mutli tenant Hybrid AD • Veeam, mimecast • Netbox, Ansible, SCCM Previous Council ICT experience
Skills and Abilities **Essential:** • Substantial experience of working with PC and network solutions within an IT service or department. • Substantial experience of planning, configuring, installing, maintaining and supporting hardware, peripherals, operating systems switch / firewall software to corporate standards. • Knowledge of physical and virtual server hardware configuration and management. • Working to Cyber Security standards including auditing and remediation • Good knowledge of all aspects of wired and wireless networks, network protocols (L2 / L3, Dynamic routing), network installation, configuration and performance, and remote access technologies. • Good knowledge of industry standard backup and archive solutions.	**Desirable:** Able to work autonomously on all aspects of the council systems with minimal oversight while ensuring issues / blockers or delays are escalated appropriately

• Good knowledge of the implementation, configuration and use of enterprise anti-virus solutions. • Knowledge of disaster recovery methodologies and practical experience of using one. • Good knowledge of email/messaging system administration and configuration. • Good knowledge of firewall management and configuration and anti spam and content filtering solutions. • Good knowledge of computer room configuration and use of a Service Desk Call Management System, preferably ITIL based. • A working knowledge of implementing and managing telephone systems	
Decision Making and Impact on Others **Essential:** • Makes and communicates clear decisions • Makes effective decisions under time pressure • Balances risks and benefits of various options and decisions • Takes responsibility for the outcomes and impact of their decisions and those they delegate • Considers all relevant data when making decisions	
Communication with Internal and External Customers **Essential:** • Develops and maintains productive relationships with internal and external customers	

• Explores the customer's situation with them to develop a fuller understanding of the underlying need • Delivers what they have agreed with the customer • Advocates customer satisfaction as a key value for themselves and the council Deals effectively with dissatisfied customers Internal customer contact 65% External customer contact 35%	
Personal Attributes and Other Requirements **Essential:** • Basic DBS check. • Includes financial factors in their analysis and decision-making • Identifies opportunities to make the organisation more competitive, efficient and profitable • Demonstrates confidence in their position • Is credible and confident when presenting and communicating • Challenges the status quo: suggests new approaches to old problems • Promotes and demonstrates continual improvement • Generates new ideas and creative solutions • Applies existing methods in new ways or new situations • Seeks new ideas. • Shares innovative practice with others • Explains and clarifies the objectives • Establishes clear actions and timeframes with deadlines and milestones	

• Ensures the effective and efficient use of time and resources • Creates contingency plans to enable them to deal with factors that might interfere significantly with their plan • Identifies what is required before each task can be begun or completed • Monitors progress against the plan and acts accordingly • Responds constructively to a change in agenda or priorities • Revisits their decisions when presented with new information • Re-prioritises appropriately when faced with a change in requirements	
HDC values icare	**Inspiring:** We have genuine pride and passion for public service; doing the best we can for customers matters to us all. **Collaborative:** We achieve much more by working together, and this allows us to provide the best service for customers. **Accountable:** We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers. **Respectful:** We respect people's differences and are considerate to their needs. **Enterprising**: We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.

Safeguarding and promoting the welfare of children and young people/vulnerable adults

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

- Ability to safeguard and promote the welfare of children and young people/vulnerable adults
- Demonstrates understanding of safeguarding issues
- Appreciates the significance of safeguarding and interprets this accurately for all individual children and young people/vulnerable adults whatever their life circumstances.
- Has a good understanding of the Safeguarding agenda
- Can demonstrate an ability to contribute towards a safe environment
- Is up-to-date with legislation and current events
- Can demonstrate how s/he has promoted 'best practice'
- Shows a personal commitment to safeguarding children