

## Network / Infrastructure Officer

Service:	3C ICT Shared Service
Job title:	Network / Infrastructure Officer
Grade:	F
Hours of work:	Full Time
Responsible to:	Senior Network / Infrastructure Team Leader
Responsible for	
Direct reports:	0
Indirect reports:	0
Budget:	0

### Purpose of Post:

Provide hands on technical installation, configuration, support and maintenance of all the ICT Networks, , virtualisation infrastructure and server systems.

- Provide ICT infrastructure problem analysis and resolution service for network and associated problems via the ITIL Service Desk.
- Contribute to managing and controlling the performance of the infrastructure to ensure that a competent service is maintained. This includes out of hours planned maintenance, emergency updates / fixes as well as rota'd on call.
- Contribute to 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 help with:
  - Installation, upgrades, maintenance and performance monitoring of servers
  - Installation, upgrades, maintenance and performance monitoring of the network and network components.
  - General asset management, anti-virus capability, system configuration, deployment and maintenance services
  - Support allocated projects for installation, maintenance or upgrades of business application support software.
  - Working alongside the Database Analysts and Senior colleagues in support of the database systems – principally Oracle, SQL Server and MS Access.
  - Maintaining records such as procedures and infrastructure records.
  - Maintaining software and maintenance contracts and agreements
2. Liaise with the Service Desk to ensure that they have the information to carry out their routine operational activities and that appropriate procedures are prepared and maintained.
3. Liaise with Administrators of Business Systems elsewhere in the Council to make sure that their systems are running effectively on the servers and network.
4. The post holder will be required to take part in out-of-hours system support

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 from time to time and the changes and developments within HDC.

<p><b>Knowledge and Qualifications</b></p> <p>(E) Essential (D) Desirable</p>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Holds or working towards a recognised qualification to degree level in a technical field relevant to the post, or equivalence.</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Any of the following training <ul style="list-style-type: none"> <li>○ <b>ITIL</b></li> <li>○ <b>Nutanix</b></li> <li>○ <b>Cyber Security</b></li> <li>○ <b>Azure Enterprise</b></li> <li>○ <b>Exchange</b></li> <li>○ <b>Office 365 Admin</b></li> </ul> </li> </ul>
<p><b>Experience</b></p> <p>(E) Essential (D) Desirable</p>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Working in a Network and Infrastructure role in an organisation with networked PCs and multiple servers</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Working in a Network and Infrastructure role in a multi-site, multi-tenant, organisation with Business Critical SLAs and KPIs</li> </ul> <p>Any of the following:</p> <ul style="list-style-type: none"> <li>• Layer 7 NextGen Firewalls</li> <li>• ISDN / SIP / Teams Telephony</li> <li>• Infrastructure Automation</li> <li>• Authentication protocols</li> <li>• Supporting Design &amp; Planning</li> <li>• HOTS Documentation</li> <li>• Working to NCSC standards</li> </ul>
<p><b>Skills and Abilities</b></p> <p>(E) Essential (D) Desirable</p>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Some experience of working with PC and network solutions within an IT service or department.</li> <li>• Some experience of configuring, installing, maintaining and supporting hardware, peripherals, operating systems and desktop</li> </ul>

	<p>software to corporate standards for Windows based PC desktop and network solutions.</p> <ul style="list-style-type: none"> <li>• Knowledge of physical and virtual server hardware configuration and management.</li> <li>• Need to be able to administer an environment consisting of SANs, Virtualisation solutions, network routing, enterprise applications and cloud hosting</li> <li>• Be able to pick up new technology and make it work for the benefit of the partnership</li> <li>• Knowledge of wired and wireless networks, network protocols (including TCP/IP, DNS &amp; DHCP), network installation, configuration and performance, and remote access technologies.</li> <li>• Knowledge of the implementation, configuration and use of enterprise anti-virus solutions.</li> <li>• Knowledge of email/messaging system administration and configuration.</li> <li>• Some knowledge of firewall management and configuration and anti spam and content filtering solutions.</li> <li>• Some knowledge of computer room configuration and use of a Service Desk Call Management System, preferably ITIL based.</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Some knowledge of implementing and managing telephone systems</li> <li>• Some knowledge of disaster recovery methodologies</li> <li>• Some knowledge of standard backup and archive solutions</li> </ul>
<p><b>Decision Making and Impact on Others</b></p>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Makes and communicates clear decisions</li> <li>• Balances risks and benefits of various options and decisions</li> </ul>

<p><b>Communication with Internal and External Customers</b></p>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Develops and maintains productive relationships with internal and external customers</li> <li>• Explores the customer's situation with them to develop a fuller understanding of the underlying need</li> <li>• Delivers what they have agreed with the customer</li> <li>• Advocates customer satisfaction as a key value for themselves and the council</li> </ul> <p>Internal customer contact 65%</p> <p>External customer contact 35%</p>
<p><b>Personal Attributes and Other Requirements</b></p> <p>(E) Essential</p> <p>(D) Desirable</p>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Promotes and demonstrates continual improvement</li> <li>• Generates new ideas and creative solutions</li> <li>• Applies existing methods in new ways or new situations</li> <li>• Ensures the effective and efficient use of time and resources</li> <li>• Identifies what is required before each task can be begun or completed</li> <li>• Monitors progress against the plan and acts accordingly</li> <li>• Responds constructively to a change in agenda or priorities</li> </ul>

<p><b>HDC values</b></p> 	<p><b>Inspiring:</b> We have genuine pride and passion for public service; doing the best we can for customers matters to us all.</p> <p><b>Collaborative:</b> We achieve much more by working together, and this allows us to provide the best service for customers.</p> <p><b>Accountable:</b> We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers.</p> <p><b>Respectful:</b> We respect people’s differences and are considerate to their needs.</p> <p><b>Enterprising:</b> 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.</p>
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**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.

**Other Employee criteria**

The role requires a basic DBS check in conjunction with satisfactory references.