



Job Title:	ICT Infrastructure Engineer (Security)
Service Area:	ICT
Team:	ICT Infrastructure
Salary:	Band 6 -7 (SCP 30 to 38)

Job Description

Main Purpose of Job:

Development and specialist technical support of the core ICT infrastructure and associated systems required to deliver ICT services.

Take a lead role in the protection of ICT infrastructure, data and systems from cyber threats, breaches and disruptions

Our Values

You will be expected to work in line with our values which are:

Proud - Believing in who we are, what we do and where we live
Dynamic - Transforming the future with you in mind
Truthful - Honest and clear in all we do
Good Value - Delivering outstanding services, smartly & economically
United - Whoever we work with, we work as one team

Key Responsibilities:

1. Take lead roles on Infrastructure projects including designs, implementation and upgrades to the Councils IT infrastructure, working closely with 3rd party solution providers and operational teams where required. Liaise with project and business leads to co-ordinate works and ensure all changes are effectively managed and controlled.
2. Advise on technical options and decisions relating to ICT infrastructure projects, technical solutions, tasks and improvements and be responsible for creating



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technical design documentation and maintaining infrastructure technology related roadmaps.

3. Manage all routine & operational works required to ensure ICT infrastructure and associated systems are managed, configured and optimised to deliver the required performance, quality, security and availability. Agree and implement monitoring and control systems and provide management information to support both operational activities and strategic planning.
4. Provide 2nd /3rd line technical support including detailed technical investigation and analysis to resolve incidents and restore services, working closely with business leads, suppliers and colleagues. Identify and implement service improvements to reduce risk of disruptions. Provide specialist technical advice and guidance including developing professional recommendations and options which maximise benefits from ICT investment and demonstrate both technical and business understanding.
5. Prepare and maintain technical and user documentation including policies, service designs, operational procedures and processes which ensure the effective operation, support and development of the ICT infrastructure. Contribute to development of ICT Strategy and associated plans to ensure that ICT service provision meets current and future business requirements.
6. Undertake any other duties commensurate with the grade and in line with the requirement of this post.
7. To promote and adhere to the workplace values of our organisations.

Line Manager: ICT Infrastructure Manager

Political Restriction:

N/A

Note: This is a description of the job as it is constituted at (**August 2018**) but, as the organisation develops, it may be necessary to vary the duties and responsibilities from time to time. It is the practice of both Councils to periodically review Job Descriptions to ensure that they relate to the job as being performed or to incorporate whatever changes may be necessary. It is both



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Councils' aim to reach agreement to such reasonable changes with the postholder but if agreement is not possible the Councils reserve the right to insist on changes to the Job Description after consultation with the postholder.



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Person Specification

	Essential	Desirable
Knowledge and Experience	<ul style="list-style-type: none"> • Design, engineering and operations of Microsoft server related components including but not limited to Exchange Messaging, Office 365, Microsoft OS, Active Directory. • Experience in the design, implementation, security and operation of industry standard server, storage and networking technologies. • Knowledge of information security frameworks such as ISO 27000 and cyber security industry standards • Specification and implementation of ICT solutions. • Liaison with third party suppliers and services. 	<ul style="list-style-type: none"> • Development, implementation and monitoring of cyber security solutions • Cloud technology, services and migration • Development & testing of business continuity plans • Experience of ITIL in an IT and business change environment. • Experience in use of formal project management methodologies.
Skills and Abilities:	<ul style="list-style-type: none"> • Effective communication and interpersonal skills, able to establish and develop positive relationships with officers, councillors, partners and suppliers. • Effective diagnostic, fault finding and monitoring skills • Able to create technical and user documentation with high levels of accuracy and attention to detail. 	<ul style="list-style-type: none"> • Able to create effective user training and awareness campaigns
Education and Training	<ul style="list-style-type: none"> • HND level in computing related area or equivalent. • Cyber security qualification or training 	<ul style="list-style-type: none"> • ITIL v3 Foundation level. • Prince2 project management.



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Other Requirements	<ul style="list-style-type: none"> • To promote and adhere to the workplace values of our organisations. • Whilst the post will be predominantly based in Lowestoft, post holder must be able to work across all East Suffolk Council locations • This post will require a DBS (disclosure and barring service) check • A commitment to own development and to supporting training and development initiatives. • Must be mobile / have access to a car to attend business meetings at other sites / locations within the district on a regular basis. • Flexible and willing to work outside of normal working hours. 	
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