

RUGBY BOROUGH COUNCIL

JOB PROFILE

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| Post No. | |
| Post Title: | Senior Infrastructure Engineer |
| Unit/Team: | IT & Digital Services |
| Grade: | Grade G |
| Service: | Digital and Communications |
| Reports to: | Infrastructure & Security Lead |
| Issue Date: | April 2023 |

PURPOSE OF THE JOB

The role of IT and Digital Services Senior Infrastructure Engineer is a hands-on position within the IT and Digital Services team delivering service activities in line with departmental standards, guidelines, defined delivery frameworks and operating practices.

The Infrastructure Team uses its technical skills for the daily operational management, support, and backup of the Councils' systems. Working closely with IT and Digital Services Team colleagues, system owners, users and other stakeholders, the Infrastructure Engineer will bring their technical knowledge to the implementation, deployment, and support of critical systems. Using their experience, they will also contribute to the continuous development of Council's IT Infrastructure.

Reporting to the Infrastructure & Security Lead, the role is responsible for the delivery of the technical system administration, development, and procedural activities, along with the delivery of the business as usual (BAU) functions. There will be a requirement to undertake and lead on various project activities and to provide specialist advice across a range of areas and to a wide audience, from colleagues to stakeholders.

There will be a requirement to deputise for the Infrastructure and Security Lead, when and as directed and to assist with strategic planning within specialised areas.

The roles key technical knowledge and support expectations are:

- Knowledge and experience in a wide variety of server, storage and backup hardware and software platforms.
- Knowledge and experience of data (LAN, WAN, VLAN and Wireless) networks and voice networks
- Infrastructure software administration
- Infrastructure security administration and monitoring
- Cloud services design, support, and administration.

- Database administration and support.

1. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- 1.1 There will be a requirement to deputise for the Infrastructure & Security Lead, when and as directed, to assist with strategic planning within specialised areas.
- 1.2 To support and maintain the infrastructure function for the council, including transformation of the council's infrastructure, in particular the councils Nutanix server storage, security suite of products and the Citrix Virtual Desktop platforms.
- 1.3 To support the Infrastructure Lead with infrastructure services in the council, ensuring high levels of reliability, security, and availability. This includes developing, configuring, maintaining, supporting, and optimising all new and existing software, network hardware, communication links (including telephony) and shared platforms.
- 1.4 Work with and manage a range of third-party suppliers to ensure our dependent systems are well-run and cost-effective.
- 1.5 Act as the council's senior escalation for infrastructure issues, building and maintaining a high standard of customer service.
- 1.6 As a senior member of the IT and Digital Services Team, helping us innovate, and think radically about the role of technology in the future of the council.
- 1.7 To support the vision and architecture for our infrastructure, helping us modernise in a way that is consistent, and which contributes to our corporate objectives
- 1.8 Use open-source, cloud-based, loosely coupled technologies to make sure our technology remains nimble and easily iterated upon. Ensure services are integrated wherever possible, including influencing towards these approaches in outsourced systems.
- 1.9 To support development of strategic and tactical engineering roadmaps for technologies within infrastructure services, making sure that they are future-proofed and that the organisation derives maximum value from its investment.

2. OTHER DUTIES AND RESPONSIBILITIES

- 2.1 Use cross-government and other shared platforms wherever possible to meet our needs.
- 2.2 Monitor infrastructure standards for the council.

- 2.3 Be part of a culture of proactive and continual service improvement, helping to shape the vision for how to enhance the user experience of digital services.
- 2.4 Provide subject matter expertise and quality assurance where required to the team, colleagues, and wider council on key areas under your area.
- 2.5 Build operational relationships with suppliers, making sure services and products are delivered and aligned to industry best practice, regulatory and contractual requirements.
- 2.6 Involved with directing employed and contract staff/companies engaged under support contracts for specialist services and projects.
- 2.7 Assist the Lead and wider team with infrastructure activities on a day-to-day basis, including ensuring service levels and customer satisfaction levels are maintained.
- 2.8 To have knowledge and understanding in the application of externally set standards such as PSN, PCI-DSS and DPA.
- 2.9 To assist in defining, maintaining, and delivering business continuity arrangements in conjunction with the IT and Digital Services Manager, other IT and Digital team members and corporate service areas. To participate in and facilitate emergency plan exercises and events and to be available outside of normal office hours as required.
- 2.10 Negotiate with suppliers to ensure the best price is secured for the best services; undertake product evaluations and implement new services
- 2.11 To ensure that the appropriate controls, documentation, and inventories are in place to effectively manage and report on software licensing within the Council.
- 2.12 To assist in the management and enforcement of appropriate systems, processes, and tools to ensure that the corporate networks and systems are secure and in compliance with all appropriate standards and regulations, such as the Data Protection Act (DPA), the Public Service Network Code of Connection (PSN CoCo) and the Payment Card Industry Data Security Standards (PCI-DSS).
- 2.13 Any other reasonable duties as requested by your manager, in line with your skills and knowledge.

3. SUPERVISORY RESPONSIBILITIES

To lead, mentor, coach and develop junior Infrastructure team members in all aspects. Including but not exclusively dealing with sickness absence, holidays 1-1's and the contribution to the wider IT & Digital Services Team.

4. FINANCIAL RESPONSIBILITIES

Responsibility for delegated spending within agreed budgetary limits.

Contribute to the accurate input, monitoring and tracking of procurement information to assist with accurate budget monitoring.

5. RESPONSIBILITY FOR ASSETS AND DATA

To be responsible for all physical and non-physical service-related assets and data as agreed with, and delegated by the IT and Digital Services Manager, with specific focus on those pertinent to the service delivery function.

To assist in defining, monitoring, and enforcing appropriate standards in relation to the management of physical and non-physical assets and data.

6. EXTENT OF PUBLIC CONTACT

The role may require occasional work in public areas with occasional direct public contact.

Direct public contact may be required in relation to technical services that we provide and support direct to the public, including, but not limited to web technologies, self-service devices, and data services.

7. WORKING CONDITIONS AND ENVIRONMENT

The service demands and requirements for this role mean that this is an office based role. It is expected that the role will be required to work from an office location 5 days per week.

There will be a requirement to visit our data centre locations, partner sites and organisations in relation to the role. There will also be a requirement to attend conferences, training and associated events from time to time.

There may be occasions where out of hours working will be required, for example attending a members meetings or in support of departmental work or unplanned remedial works.

8. CORPORATE RESPONSIBILITIES

Actively contribute to the leadership of the Council, taking part in events and communities and encouraging the wider team to do the same.

Make sure all your work activities promote diversity, inclusion and equity of outcome

All staff must act within the Council's rules and follow all reasonable management requirements. These are contained within: the Council's Standing Orders, Employment Policies, Constitution and Code of Conduct for Employees. Other documents may be introduced at times setting out rules of the Council. These will cover responsibilities and requirements for the following:

Financial Accounting
Equality and Diversity
Health and Safety
Risk Management
Anti- Fraud
Data Quality and Data Protection
Business Continuity
Major Emergency Plan
Procurement and Contract Management

Copies of the relevant rules and policy are available on the staff intranet or from your Manager.

In addition, all employees are expected to behave in line with our Values and Behaviours and challenge other employees whose behaviour is against our values.

9. KNOWLEDGE, SKILLS, EXPERIENCE AND QUALIFICATIONS

Refer to Person Specification attached.

Signed as agreed:

Postholder

Date

PERSON SPECIFICATION



Post: Senior Infrastructure Engineer

For effective performance of the duties of the post the postholder will be able to demonstrate that they have the skills and/or knowledge detailed in 'Essential Criteria'.

| Criteria | Essential/ Desirable | Method of Assessment |
|---|-------------------------|-------------------------|
| Experience of leading, managing and supporting a small team within an Infrastructure or Service Delivery function. | E | A/I |
| Experience in a hands-on role in an infrastructure capacity, in all areas from design, implementation and maintaining. | E | A/I |
| Experience of monitoring and reporting performance of systems, platforms, and underlying infrastructure. | E | A |
| Knowledge and understanding of the context of infrastructure support services in local government organisations, and the interpretation of applicable laws / regulations and industry standards in the context of the IT&D Services team and wider council (including GDPR and cyber security). | E | A |
| Knowledge of web content management solutions. | E | A/I |
| Knowledge of web site server hosting, encryption certificates, security, and name space record management. | E | A |
| Experience in the operation and compliance of IT security products such as Anti-virus, web and email filtering, DLP and patch installation and monitoring and appropriate security controls embedded. | E | A/I |
| Experience of managing and configuring enterprise-wide networks including LANs, WANs, WLANs, VPNs, Wireless etc. | E | A/I |
| In depth knowledge of infrastructure concepts, protocols and standards, including Active Directory, group policies, various hosting options, SSL, SAN, business continuity and disaster recovery. | E | A/I |
| Experience of the operation and maintenance of a variety of cloud-based system and administration functions such as Office 365, Azure AD and Intune. | E | A/I |
| Knowledge of cross-government procurement frameworks and processes. | D | A/I |
| Knowledge of cross-government platforms like GOV.UK Pay and Notify. | D | A/I |
| Ability to solve complex problems in services that must stay up during problem resolution. | E | A/I |

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| Knowledge of project and planning skills, including the evaluation, and establishing of requirements. | E | A/I |
| Excellent interpersonal, networking and negotiation skills, including the ability to successfully communicate complex issues coherently and persuasively. | E | A/I |
| Good people skills, with the ability to engage in a positive working environment in which equality and diversity are embedded in every aspect of the team's work and output, dignity at work is upheld and staff are empowered and motivated to achieve good outcomes | E | A/I |
| Understanding of and commitment to the Council's equal opportunities policies and ability to put these into practice within the context of this post. | E | A/I |
| Understanding of and commitment to achieving the Council's values and ability to put these into practice within the context of this post. | E | A/I |
| The ability to keep abreast of emerging technologies and working practices, and their application to IT&D Services service delivery. | E | I |
| The ability to gather information, interpret data and write reports, give presentations, and communicate both to a technical and non-technical audience, including attending member meetings out of hours from time to time. | E | A |
| The ability to promote a professional image of the Council and the IT & D services with particular attention to customer care and delivering to set standards and KPI's. | E | A/I |
| The ability to effectively manage time and workload priorities. | E | A/I |
| The ability to work with a variety of team members within IT and the wider council. | E | A/I |
| Flexibility in hours worked including out-of-hours working at short notice. | E | A/I |
| The ability to travel to other sites (specifically local and remote datacentres), partners and suppliers. | E | A/I |
| Hold a valid full driving licence | E | A/D |
| A commitment to work within our CAN DO values | E | A/I |
| Knowledge of software licensing and its complexities particularly Microsoft licenses. | D | A/I |
| A degree in an IT related subject or relevant vocational qualifications. | D | A/D |
| Hold at ITIL qualification to at least foundation level. | D | A/D |
| Hold a project management qualification i.e., Prince 2, SIGMA 6, Agile. | D | A/D |

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| Application | A |
| Interview | I |
| Test (written, presentation, practical – e.g. word processing) | T |
| References | R |
| Documentary – e.g. certificates | D |