Infrastructure Officer
Grade 9

Our Vision

An innovative, ambitious and sustainable county, where everyone has the opportunity to prosper, be healthy and happy.

Our Outcomes

We want everyone in Staffordshire to:
- Have access to more good jobs and share the benefit of economic growth
- Live in thriving and sustainable communities
- Be healthier and more independent for longer

Our Values

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

- Ambitious – We are ambitious for our communities and citizens
- Courageous – We recognise our challenges and are prepared to make courageous decisions
- Empowering – We empower and support our people by giving them the opportunity to do their jobs well.

About the Service

Staffordshire ICT

Staffordshire ICT defines and delivers an ICT strategy that is directed by the ambitions of the County Councils Strategic Plan and in year Business Plans.

The ICT strategy defines how Staffordshire County Council will exploit to best effect its use of Information and Communication technology with particular emphasis on how "Digital Transformation" can enable the Council to deliver services in a fundamentally different way that radically transforms Citizen Interactions and the delivery of services in a digital era.

Such transformational change embracing cloud computing, mobile working and Information sharing requires strong leadership to understand and remodel cross organisational service delivery focussing on the whole system and designing this from a citizen perspective. Inevitably such change calls for complex change management and negotiation skills to ensure successful and integrated delivery across public sector partners and private sector supplier organisations.

Whilst the role of ICT in digital transformation is critical to long term organisational success and sustainability, the ICT function must also ensure that its delivery of the core ICT service is efficient, secure and reliable as the impact of technological or cyber security related failure is catastrophic to the productivity of the organisation. Robust management of ICT services and in particular the effectiveness of Cyber Security defences is paramount to the effective delivery of the councils legislative responsibilities.

ICT Architecture, Operations and Service delivery

This area of the ICT service is responsible for the operation of the council ICT Infrastructure, this includes the Data Centre Infrastructure that runs all of the councils primary business applications such as our Social Care system or the hundreds of other Business applications that are delivered locally allowing staff to deliver statutory responsibilities. The security of council data through backup and replication solutions and the routine testing of ICT Disaster recovery arrangements is also a key responsibility of this service area.

The service manages, on behalf of the wider Staffordshire Public Sector, the Staffordshire Public Services network that means that council staff, NHS staff, Fire and Rescue staff and District\Borough council staff can all perform their critical roles accessing a variety of ICT resources and increasingly sharing intelligence and services over this exemplar shared service capability.

Operationally this is very much a 365 x 24 operation and a range of "on-call" arrangements are in place to ensure that operational availability is maximised and disruption to council or wider Public Sector operations is minimised.

Inevitably the complexities of such environments require careful planning to ensure that changes and future demands are met, validated, documented and planned into design documents, change proposals and projects to ensure that the services delivered are fit for purpose, compliant with stringent security demands and don't compromise the operational availability of services. The function therefore includes an Architectural team that validates technical changes and plans, be they driven through new service demands, increased utilisation, compliance, risk reduction, cost reduction or any other driver. The constant demand for ICT related change and the need to maintain security compliance means that this small team are critical to the sustained availability of services working closely with operational teams to ensure that deployment is authorised and implemented effectively.

The Service Delivery team support the councils workforce of staff, volunteers and subcontracted partners to ensure that they can optimally access ICT services using the best technology to meet their needs and access support should they experience any difficulties. The team manage the routine refresh of end user computer technology including mobile devices and associated software.

The operational security team is responsible for maintaining compliant software using tools to ensure that security defences such as Anti-Virus software, supplier patches, encryption and authentication are constantly maintained to agreed standards. The team work with subcontracted suppliers and act on threat intelligence and logging data to reduce the risk of compromise to ICT services or the loss of council data through theft, loss or destruction. With the ever increasing demand to transact in a "digital" way the Security and Architecture teams manage the operational risks of delivering this in a compliant and secure way.

About the Role

Reporting Relationships

Responsible to: Team Leader

Responsible for: N/A

Key Accountabilities:

This post is working at a senior technical level across Staffordshire County Council (SCC) and the ICT community. It is primarily responsible for the operation of ICT services such as Networks and Security, Data Centre and Cloud Infrastructures and End User computing environments.

The nature of the post means that it may also be seconded into virtual planning, improvement or project teams as ICT priorities demand working with Technical Architects, Process Leads and Project managers as required.

The post is a highly technical post responsible for the systems that Council staff and residents rely on to access services and information. The post is responsible for the operation and ongoing availability, performance and security of these systems.

As these posts are at a senior level within teams where there is a reliance on 7 x 24 hour service availability, the post will be required to participate in 7 x 24 hour call out arrangements. All roles of this nature will be required to provide out of hours support for planned maintenance activities e.g. upgrades, DR tests, change over to new Infrastructure\services etc.

• Responsible for ensuring that corporate ICT application services and associated services e.g. network, security, Infrastructure and authentication services are highly available and where exceptions occur take prompt remedial actions ensuring senior managers are kept informed of any extensive breaks in service.

• Proactively ensure the achievement of optimal availability of ICT services, following IT Infrastructure Libraries (ITIL) best practise guidance to areas including but not limited to Problem, Incident, Change, Configuration and Release management.

• Responsible for ensuring that proactive tasks, checks and update activities are carried out on Council ICT services in a timely manner and in accordance with agreed procedures and standards.

• Proactively manage ICT services to ensure availability and performance are optimal and assisting in the development of automated event monitoring and recovery routines.

• In conjunction with agreed procedures build, secure and test new Infrastructure, network and end user computing environments to minimise the risk of a security breach and to ensure services perform optimally taking advantage of new technological developments.

• Implement technical changes to the SICT infrastructure and services either through project driven activities or as a part of routine system maintenance in accordance with agreed change management procedures including ownership, assessment, documentation, management, control, introduction and (where required) testing of the required changes and may often require the working of unsociable hours to minimise disruption to business services.

• Keep abreast of improvements in relevant ICT areas, explore best practices and technological improvements through networking, conferences etc. to help SICT continually improve service delivery and deliver cost benefits on investments.

• Contribute, considering relevant legislation, data protection, security and other standards, to the continuous improvement of council ICT services, including the planning, deployment and testing of availability, business continuity & disaster recovery provision.

• Ensure that all documentation including inventories, schematics, schedules, configurations and DR documentation are available and accurate to aid support and ease recovery in a maintenance or disaster scenario.

This post is designated as a casual/Essential car user (delete as appropriate)

Professional Accountabilities:

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The post holder is required to contribute to the achievement of the Council objectives through:

Financial Management

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

People Management

Engaging with People Management policies and processes

Equalities

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

Climate Change

Delivering energy conservation practices in line with the Council's climate change strategy.

Health and Safety

Ensuring a work environment that protects people's health and safety and that promotes welfare, and which is in accordance with the Council's Health & Safety policy.

Safeguarding

Commitment to safeguarding and promoting the welfare of vulnerable groups.

This Job description may cover roles in various teams with responsibilities for Infrastructure, Networks, Security and End User Computing.

The content of this Job Description and Person Specification will be reviewed on a regular basis.

Staffordshire County Council

Person Specification

A = Assessed at Application
I = Assessed at Interview
T = Assessed through Test

Minimum Criteria for Disability Confident Scheme *	Criteria	Measured by
disability confident EMPLOYER	**Qualifications/Professional membership** • Educated to HND level or recognized equivalent preferably in ICT or related subject • ITIL Qualified – foundation\practitioner • Relevant technical qualifications (e.g. Microsoft Certified Solutions Expert, CISCO Certified Network Associate, Certified Information Systems Security Professional)	A A A
disability confident EMPLOYER	**Knowledge and Experience** • Significant experience of working in a technical support environment relevant to the role (End user computing, Application Support, Network Support, Infrastructure Support, Security Support, Database Support) • An in-depth technical knowledge of ICT support processes based on ITIL standards • Substantial understanding of technical infrastructures, architecture, networks and security • Broad experience of dealing with customers, suppliers and other 3rd parties • Demonstrable knowledge of industry bodies and standards applicable to the role	A A/I A/I A/I A/I
disability confident EMPLOYER	**Skills** • Technical expertise to enable the correct application of operational procedures. • Ability to use infrastructure / security/ network management tools to determine load and performance statistics • Able to configure tools to automate the provisioning, testing and deployment of new and changed infrastructure. • Problem solving and analytical skills to investigate and resolve operational ICT problems. • Ability to prioritise and work to tight deadlines sometimes, out of normal office hours at unsociable times. • Effective communicator – written and verbal so able to communicate with users and to write technical processes and produce technical landscape diagrams • The ability to travel effectively around Staffordshire as required.	A/I A/I A/I A/I A/I A/I A/I

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	• Availability and willingness to work flexible / additional hours when required to meet deadlines and service demands	A/I
	This post is designated as a casual car user	

If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job centre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, braille, another language on cassette or disc, please ask us by contacting Talent & Resourcing Team 01785 278300

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