



## ADUR & WORTHING COUNCILS

### Job Description & Person Specification

<b>Authority</b>	ADC / WBC
<b>Directorate</b>	Sustainability and Resources
<b>Post Title</b>	Infrastructure Engineer
<b>Post Number</b>	TBC
<b>Accountable to</b>	Infrastructure and Security Manager
<b>Key leadership relationships</b>	<p><b>Internal:</b> Members of the Council, Chief Officers and all other appropriate Council officers and managers</p> <p><b>External:</b> Members and Officers of other bodies, specialist agencies, media, contractors and consultants, partner agencies across the public, private and voluntary sectors.</p>
<b>Work style</b>	This role falls within the Blended Working Policy
<b>Last updated</b>	11/12/2023

## Job Description - Principal purpose of job (role summary)

As an Infrastructure Engineer, you'll play a pivotal role in collaborating with the Infrastructure and Security Manager to maintain and enhance server environments, network infrastructure, and desktop systems through expert-level support and technical maintenance. Your expertise will be crucial in ensuring these critical IT components' robustness, security, and optimal performance.

Your responsibilities will encompass swiftly addressing and resolving IT service requests and incidents, utilising your technical acumen to troubleshoot issues and ensure prompt resolution within predefined service level agreements (SLAs). Your focus on delivering exceptional technical support coupled with a customer-centric approach will be integral in maintaining high satisfaction levels among users.

Furthermore, your involvement in supporting the IT Operations Team will involve active participation in streamlining processes, implementing enhancements, and contributing your technical proficiency to bolster the team's efficiency and effectiveness.

Your manager will empower you to apply our principles - resilience, adaptability and participation - to your working practices.

## Expectations of post-holder

Willingness to embrace change and ability to adapt to new ways of working

Enthusiasm for working across teams in collaboration and partnership in order to help deliver Our Plan

Act with honesty and openness, and be brave enough to contribute your ideas and get involved

Bring your passion for delivering a high-quality service for our residents to your role

Engage proactively in your performance and development conversations, and embrace opportunities to learn and grow

Live how we work with each other and our customers:

- We listen
- We say what we think & do what we say
- We are inclusive & kind
- We are ambitious
- We think & act beyond ourselves and our service
- We are a team

Promote the service and Councils positively at all times

## Role-specific Duties and responsibilities

Participation in on-call rotas if required
Ensure timely resolution of allocated infrastructure team calls within SLA timeframes, maintaining constant customer communication.
Support Incident management processes, ensuring timely ticket updates and the Incident Manager where required for High-priority incidents.
Collaborate with third-party suppliers as needed, managing escalations and communication channels effectively.
Design, install, and maintain servers and related components, optimising performance and ensuring business application stability.
Manage and troubleshoot server-related issues, monitor performance, and ensure continuous optimisation to uphold system efficiency and stability.
Perform routine system administration tasks to uphold security compliance and system effectiveness, encompassing security management and capacity monitoring.
Implement and manage comprehensive backup solutions for servers and critical infrastructure components, ensuring data integrity, availability, and swift recovery in case of system failures or data loss.
Ensure any changes to the Councils IT environment are made in a controlled and approved manner and adhere to the Change Management Process.
Manage delegated risks in line with Digital risk policies and take ownership of infrastructure-related risks, ensuring correct escalation and monitoring on the Digital Risk Register.
Foster customer relationships, effectively communicate technical issues and prevent future problems impacting frontline services by analysing trends and producing documented resolutions.
Research and implement new technologies, offering strategic advice to enhance the infrastructure environment and performance.
Deliver high-quality customer service and handle complaints proficiently.
Provide remote and on-site support to all Council sites, staying updated and compliant with organisational procedures and policies.
Take ownership of Disaster Recovery procedures for on-premise, AWS and SaaS systems and applications.
Ensure the data centre and any comms rooms are kept maintained, secure and up to date.
Support the IT Operations team during high demand or staff absence.
Act as an effective liaison between the Councils and external service providers, managing priorities and escalation procedures.
Undertake duties related to health & safety, welfare at work, and business continuity.
Undertake all duties by Council policies, the Code of Conduct for Officers, and in particular policies relating to Customer Care and Equal Opportunities.

As the post holder, you will be required to undertake such other duties as may be required within

your grade and competence, and therefore the list of duties in this job description should not be regarded as exclusive or exhaustive.

Duties will be set out in this job description, but please note that the Council reserves the right to update the job description from time to time to reflect changes in, or to the role. The post holder will be consulted about any proposed changes. Significant permanent changes in duties and responsibilities will require agreed revisions to be made to this job description.

Adur & Worthing Councils recognise the need to ensure the welfare of children and vulnerable adults when they come into contact with services provided by the Councils. Employees, volunteers and Elected Members have regular contact with the general public during the course of their work and are in a position to observe signs which might indicate that a person is at risk of harm and abuse. If signs, which cause concern, are observed, all employees (temporary and permanent), volunteers and Elected Members have a duty to report allegations, disclosures and suspicions of abuse or neglect in line with the Councils' [Safeguarding Policy](#).

## Person Specification:

<b>Participative</b>	<p>Make sure that you embrace all opportunities to have your say and recognise the importance of your colleagues taking the opportunity to be heard too.</p> <p>Ability to share knowledge and learn from others</p>
<b>Adaptive</b>	<p>Ability to thrive in an adaptive environment on a continuous improvement journey of change</p>
<b>Resilient</b>	<p>Understand the part you play in your team and the organisation as a whole, recognising your importance to our success</p> <p>Ability to bring passion to your work</p> <p>Ability to recognise and support your own wellbeing needs and ask for help when you need it</p>

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<p>Educated to degree level or equivalent</p> <p>Relevant technical qualifications (e.g., MCSE, CCENT/CCST, CCNA, VCP, CCA, CCP, RHCT) or at least two years' experience in a similar technical role.</p>	<p>ITIL Foundation Certificate</p>
<b>Knowledge</b>	<p>In-depth knowledge of Microsoft Windows Server 2012 onwards</p> <p>Proficiency or experience in networking protocols and technologies like TCP/IP, DNS, DHCP, routing, and vLANs.</p>	<p>Familiarity with Dell VxRail, vSAN, and Dell PowerProtect.</p> <p>Good Knowledge of backup systems</p>
<b>Experience</b>	<p>Installation, configuration, and management experience with Cisco and/or HPE switches and routers.</p>	<p>Support experience within a VMware environment</p> <p>Citrix experience</p> <p>Active Directory support experience</p> <p>Proficiency in SCCM.</p> <p>Experience with AWS</p>
<b>Communication</b>	<p>Demonstrable experience of providing outstanding customer service</p>	
<b>Relationship Building</b>	<p>Strong interpersonal and communication skills, including tact, diplomacy and flexibility.</p>	

<b>Analytical</b>	<p>Strong problem-solving and analytical skills.</p> <p>Ability to work independently and make well-balanced decisions.</p> <p>Proficiency in diagnosing and resolving complex technical issues with significant business impact.</p>	
<b>Planning/ Organising</b>	<p>Excellent time management and self-motivation</p> <p>Proven ability to work under pressure and collaborate effectively</p>	Project management skills (Prince 2 / Agile)
<b>Other requirements</b>	<p>Confident in supporting and troubleshooting a wide range of IT hardware, software, applications, and services.</p> <p>Excellent organisational skills with a focus on managing priorities and meeting deadlines.</p> <p>Physical capabilities for lifting, bending, and carrying hardware when necessary.</p> <p>Emphasis on valuing kindness and compassion in the workplace</p> <p>Acceptance of potential political restrictions</p> <p>Willingness to travel within the Adur and Worthing Districts</p>	Personal interest in staying updated on current industry trends, emerging technologies, and best practices

**Job description & Person Specification agreed by:**

<b>Post holder (Print name):</b>	
<b>Signature:</b>	
<b>Date:</b>	