

**Job Description**

**Job Title:** Infrastructure Engineer

**Salary Grade:** 7

**SCP:** 26-30

**Job Family:** Regulatory & Technical

**Job Profile:** RT5

**Directorate:** Corporate Services

**Job Ref No:**

**Work Environment:** Agile

**Reports to:** Technical Team Manager

**Number of Reports:** None

**Purpose:**

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| * To work on the maintenance and support of key components of the corporate infrastructure and line of business applications to agreed service levels. * To work on the implementation of technical solutions adhering to design and build documentation. * To diagnose and resolve incidents and request in a timely manner * To feedback and contribute on areas of the infrastructure in terms of performance and management to the Enterprise Technical Specialist and Team Manager |

**Key Responsibilities:**

* To support and maintain the infrastructure covering corporate, education and third party/arm’s length companies. This will include support and maintenance of the technology stacks in use within those discreet areas.
* To provide third line support for applications in use by our entire customer base. This will involve liaising with third parties, other areas of ICT and the business as required ensuring satisfactory outcomes.
* To provide third line support for all aspects of the infrastructure. This will include troubleshooting and problem solving, involving third parties and colleagues where necessary.
* To provide support and advice to colleagues within ICT and business users of applications that utilise supported technologies. The ability to communicate at all levels will be required, being able to explain things in a clear concise non-technical way to customers who may not have a great deal of ICT knowledge.
* To be involved in the setup and testing of BCDR arrangements on a regular basis.
* To keep up to date with changes in technology, specifically the technologies in use within the infrastructure.
* To produce documentation as required allowing support of our infrastructure and line of business applications.
* To be involved in delivering projects and work requests for the business, adhering to timescales.
* To support the commissioning and decommissioning of the Council’s physical server estate whilst adhering to SCC Datacentre best practise guidelines to ensure the integrity of the facility.
* To be available to work outside of standard business hours to ensure that the enterprise level supporting technologies are patched, upgraded and maintained, with the least amount of business disruption.
* The post holder must carry out their duties with full regard to the Council’s Equal Opportunities Policy, Code of Conduct and all other Council Policies.
* The post holder must comply with the Council’s Health and safety rules and regulations and with Health and safety legislation.
* The post holder must act in compliance with data protection principles in respecting the privacy of personal information held by the Council.
* The post holder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Council records and information.
* To comply with the principles and requirements of the Data Protection Act 2018 and GDPR in relation to the management of Council records and information, and respect the privacy of personal information held by the Council