

 <p>Xentrall Shared Services Delivering Excellence for All</p>		JOB DESCRIPTION
Directorate: Xentrall		Service Area: ICT Services
JOB TITLE: ICT Platform Engineer		
GRADE: L		
REPORTING TO: ICT Platform Team Leader		
1.	JOB SUMMARY: Responsible for development, delivery, monitoring and support of the ICT Server environment including, but not limited to the virtual server platform and estate, backups, disaster recovery, all authentication and messaging platforms covering both on Premise and Cloud solutions.	
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS	
	1.	Responsible for all Server activities, including managing, recording and reporting of performance, capacity and availability issues, managing alerts, monitoring performance tools and logs, proactive identification of issues and trend analysis to increase the reliability and availability of systems both on premise and in the cloud.
	2.	Responsible for proactively monitoring and optimising the backup and restore system to ensure restores are timely and effective when required.
	3.	Responsible for the effective delivery and development of all Active Directory services and authentication requirements including those services consumed from the Microsoft Cloud.
	4.	Responsible for effective delivery and development for the entirety of the email service including on premise and cloud-based services.
	5.	Responsible for the delegation model for secure management of access to data and associated levels of permissions. Required to develop processes, procedures and documentation for the active management of all user account permissions, including domain administration level ICT activities.
	6.	Assistance with 3rd line incident, change and problem resolutions for the Server Environment.
	7.	Responsible for all ICT Platform monitoring tools and management of alerts.
	8.	Responsible for all ICT Platform related audit, testing, certification and accreditation status requirements, designing and implementing related solutions to audit and compliance related recommendations or requirements.
	9.	To be part of a team of ICT professionals who provide and have responsibility for the effective and efficient delivery of all ICT Platform related hardware, software and cloud services across their entire lifecycle.

	10.	Assisting with infrastructure problem management and continuous service improvement of the platform operations and architecture (identification of problematic hardware, removal of SPOF's, increased resilience etc.
	11.	Manage external contractors and consultants ensuring that they deliver services on time and that the Partnership receives good service and value for money including contract negotiation, influence and persuasion.
	12.	To maintain a high level of technical competence and in conjunction with other teams identify new opportunities for the effective use of technology and contribute to the ongoing development of ICT technical strategies and services in line with the ICT Strategy and Vision.
	13.	To resolve complex ICT Platform problems, and develop short, medium and long-term solutions for identified Infrastructure problems.
	14.	As part of the team, help to ensure that service objectives are achieved in-line with agreed standards, project management methodologies, budgetary constraints and timescales.
	15.	Assist the wider ICT team in the efficient management of ICT security in the live environment, including domain and data access control, user account management, end point security and network security.
	16.	Develop and maintain a scheduled Disaster Recovery test programmes in line with wider Business Continuity initiatives for all ICT platform and related dependant assets.
	17.	Participation in out of hours working and call out arrangements as and when required.
	18.	Assist in the development, promotion and implementation of appropriate ICT policies, strategies, standards and procedures that reflect best practice and assist in the adherence to such.
	19.	Assist in the delivery of ICT services and service objectives through participation in the development and delivery of project, team and personal plans and associated activities.
	20.	Provide excellent customer service through effective customer engagement and service delivery, liaising with colleagues and suppliers as necessary.

3. GENERAL

Job Evaluation - This job description has been compiled to inform and evaluate the grade using the NJC Job Evaluation scheme as adopted by Stockton Council.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Workforce Culture and supporting behaviours and Code of Conduct – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

Shaping a Brighter Future – The post holder will embrace the Council's "Shaping a Brighter Future" programme.

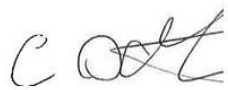
Personal Development – As defined by the Council's Culture Statement, all employees will take responsibility for their own development.

Customer Services – The post holder is required to ensure that all customers both internal and external receive a consistently high quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures.

Health and Safety – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

Safeguarding – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

	Name:	Signature:	Date
Job Description written by: (Manager)	Chris Oates		03/02/2019
Job Description agreed by: (Post holder)

Job Description dated February 2019



PERSON SPECIFICATION

Job Title/Grade	ICT Platform Engineer	L
Directorate / Service Area	Xentrall Shared Services	ICT Services
Post Ref:		

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	<ul style="list-style-type: none"> ▪ ICT related degree or equivalent demonstrable level of directly relevant work experience ▪ Recognised ICT qualifications and accreditations e.g. MCSE/CCNA/MBCS or equivalent level of professional experience ▪ ITIL Foundation 	<ul style="list-style-type: none"> ▪ ITIL intermediate qualification ▪ PRINCE2 Foundation 	Application/Certificates
Experience	<ul style="list-style-type: none"> ▪ Recent experience of the assessment and coordination of ICT upgrades, updates or deployments ▪ Experience in supporting the delivery of change ▪ Proven ability to analyse problems and adopt an innovative approach to finding more efficient solutions 	<ul style="list-style-type: none"> ▪ Local Government experience 	Application/ Interview/References
Knowledge & Skills	<ul style="list-style-type: none"> ▪ Awareness of project management techniques ▪ Knowledge and experience of ICT Best practice frameworks and formal methods of service delivery ▪ Knowledge and understanding of current ICT trends and the future direction of ICT ▪ Knowledge and understanding of information security, business continuity and disaster recovery planning ▪ Good communication skills ▪ Competent in producing high quality project documentation and reports ▪ Analytical skills and the ability to interpret management information/reports 	<ul style="list-style-type: none"> ▪ Knowledge of organisational and political structure of both authorities 	Application/ Interview/References

	<ul style="list-style-type: none"> ▪ Ability to innovate and improve the service ▪ Ability to negotiate effectively within constraints of resource ▪ Ability to work as part of a team as well as on own initiative ▪ Ability to prioritise work and meet deadlines effectively ▪ Adopt a flexible approach to working hours to meet the needs of the service ▪ Ability to innovate and improve the service 		
Specific behaviours relevant to the post	<ul style="list-style-type: none"> ▪ Self awareness ▪ Personal effectiveness ▪ Achieving improved outcomes ▪ Joined up working ▪ Innovating and delivering ▪ Communication ▪ Flexibility ▪ Making things happen ▪ Learning and developing ▪ Putting customers first 		Application/ Interview
Other requirements			Interview/References

Person Specification dated Feb 2019