
Recruitment information

Job description and person specification

Your title	ICT Infrastructure Support Officer
DBS check	Basic
Post number	PRN000195
Your team	ICT & Digital Services
You would be based	Civic Centre, Esher
Your line manager	Infrastructure Manager

About the role

You will be an experienced ICT professional used to working in a busy support environment with a large range of systems and applications and a complex network and infrastructure with over 450 users.

The main purpose of the role:

To provide third line operational and technical support to customers across all Council sites with particular responsibility for the support of the Citrix network, VMWare estate and the configuration, installation and support of desktop hardware and software. Providing problem solving and advice where identified.

At all times carry out the above duties with due regard to the Council's data protection, disaster recovery, information security and audit requirements with respect to the Information Security Policy Framework.

Seek continuous improvement in the quality and efficiency of service delivery, value for money and cost effectiveness of the services.

Ensure support and development of Council systems meets ITIL standards, particularly for incident management and change control.

Manage the implementation of new systems and developments in line with the Council standards for project management.

Compliance with national and local standards for security.

Specific duties and responsibilities

Technical Support

1. Install and support thin client hardware, operating software and networking, including the provision of advice and assistance to customers on problems and faults.
2. Implement and support various application software packages on the network.
3. In conjunction with other members of the ICT Team, provide advice on the effective use of the thin client systems and ensure that these systems are integrated into the overall business requirement, as set out by the client in the specification of service and Service Level Agreements.

4. Undertake technical and operational support for the Authority's ICT infrastructure including server platforms, network monitoring, storage, telephony (Skype/Teams) desktop, printing and Office 365.
5. Provide technical support for the Authority's security infrastructure, Cisco firewalls, SSL VPN and web-filtering.
6. In close liaison with the ICT Service Desk and third-party supplier's service desks, address incidents and problems in systems and services, deciding immediate action and coordinating actions to resolve faults.
7. Design, test, install and configure upgrades to the network, Windows operating system and Citrix environment.
8. Provide an effective interface between users and suppliers to solve technical problems.
9. Ensure operational documentation is current and fit for purpose.
10. Play an active role in all activities associated with the development, maintenance and testing of the ICT Business Continuity and Disaster Recovery plan for the Authority.
11. Manage the security of the network paying particular regard to:
 - Access security
 - Use of unauthorised/un-licensed software
 - Virus detection and protection
 - Data security (data backups etc.)
 - Cyber security, malware, ransomware etc
12. Provide advice on current and future developments.

User Support

1. Provide advice, guidance and training to end users on the operation and use of the Authority's desktop and office systems software, particularly Citrix, Windows, Office 365
2. Diagnose and resolve complex hardware and software problems, document actions at all stages, liaise with suppliers and apply escalation procedures accordingly.
3. Provide detailed advice on the effective use of network services and applications.
4. Agree implementation plans for networked application software with users and ICT management. Implement agreed modifications and upgrades.
5. Ensure that operational documentation for relevant system software products is fit for purpose and current.
6. Carry out office moves and network patching as and when required.

ICT Service Desk Support

1. Following agreed procedures record all user calls on the ICT Service Desk System with fault details and contact information.
2. Allocate unresolved calls as appropriate and where appropriate place calls with third party suppliers. Update the ICT Service Desk and advise users of actions taken.
3. Following agreed procedures update inventory information on the authority's IT assets.
4. Provide cover for the helpdesk, in times of staff shortage.

Remote Support

5. Provide support to remote sites e.g. Centres for the Community, Depot etc.

General

6. To deliver day to day activities and projects in a customer focused and proactive manner
7. At all times carry out the above duties with due regard to the Council's data protection, disaster recovery, security and audit requirements, the Council's health and safety policy, equal opportunities and all other corporate policies.

What's missing?

Our job descriptions cover as much of the role as we can possibly get down in writing, but issues will arise, and we hope and expect that you will understand that and take on-board other tasks from time-to-time, in keeping with your role of course.

Your conduct

We expect the highest standards of conduct from our employees and at all time you must carry out your duties with integrity and in accordance with the Code of Conduct for employees.

Equal opportunities

We have a strong commitment to achieving equality of opportunity and expect all employees to implement and promote our policy in their own work.

Health and safety

We are committed to a healthy and safe working environment and expect all employees to implement and promote its policy in all aspects of their work.

Personal and sensitive data

You will have regard for the duty of care owed to personal data and sensitive personal data and any other confidential or sensitive information which you access in the course of your employment ensuring adherence to the Data Protection Act and the Council's Information Security Policy and related guidance.

Talent development

We have a talent development programme that includes regular one-to-ones, mid-year reviews, end of year performance reviews and a strong and varied learning and development programme.

You will be expected to get involved in this talent programme to ensure you are performing at the highest level.

Confidentiality

We are committed to maintaining privacy of all staff and customers. We expect all staff to handle all individuals' personal information in a sensitive and professional manner. All staff are under an obligation not to gain access or attempt to gain access to information they are not authorised to have.

Person specification

Please read the details on this form carefully before you complete your Application Form. This form lists the essential requirements needed in order to do the job.

Your written application will be considered in relation to the essential knowledge, skills, abilities, education and experience required for the job and candidates will therefore be selected for interview on this basis.

Elmbridge Borough Council is committed to providing the best possible services and ensuring they are accessible to all who need them irrespective of race, colour, ethnic or national origin, religious or political belief, Trade Union activity, age, disability, being male or female, married or unmarried, sexuality.

What you need to tell us on your application form:

- You will need to tell us throughout your application form and at interview how you can contribute to providing good quality services for all.
- For each of the requirements listed overleaf, you will need to explain how your skills, abilities, knowledge, education and experience make you suitable for this post.
- These may have been gained through previous employment, voluntary/community work, spare time activities, home responsibilities, training or languages spoken.
- You should also include anything else relevant to the job which you think we should know about.

We regret that we can only consider applicants who are already eligible to work in the United Kingdom.

ICT Infrastructure Support Officer
Team: ICT & Digital Services
Salary: £39,491- £44,957 (Please note that we will be appointing at the starting salary for this post)

Post no: FCS406
Hours: 36
Car allowance: C4

Qualifications and education

No.	Key requirements	Desirable/essential	To be tested by: Application1 (A) Test (T) Interview (I)
1	Educated to degree level or equivalent	D	A

Experience

No.	Key requirements	Desirable/essential	To be tested by: Application1 (A) Test (T) Interview (I)
2	Significant experience in supporting a complex networking environment for 500 plus users.	E	A, I
3	Experience in supporting Windows servers in an Active Directory Domain.	E	A, I
4	Experience of help desk activity and customer contact.	E	A, T, I
5	Citrix Support - experience and use of Citrix App-V, XenServer and Citrix desktop, especially the sequencing of Citrix application software packages.	E	A, I

Knowledge, skills and abilities

No.	Key requirements	Desirable/essential	To be tested by: Application1 (A) Test (T) Interview (I)
6	VMware - use of VSphere, in particular the creating and configuring of virtual machines within the VMware environment.	D	A, I

7	Microsoft - experience of Microsoft 365, and Microsoft Active Directory, in particular MS Intune, Skype and MS Teams.	E	A, I
8	Network - experience of Cisco Firewalls and routers - configuring and general networking experience including wi-fi.	D	A, I
9	Cyber - experience of Cyber Security e.g. ransomware, malware, Cyber Security standards.	E	A, I
10	Backup - experience and use of backups solutions, in particular managing, monitoring and configuring of Veeam, Arcserve.	D	A, I
11	Hardware - thin clients, laptops, printers, datacenter environments, storage area networks	E	A, I
12	Telephony – experience of Teams, Skype, SIP and IVR.	D	A, I
13	Communicates effectively, both orally and in writing, with internal customers, suppliers and colleagues.	E	A, I
14	Responsible attitude to following procedures and record keeping.	E	A, I
15	Logical/analytical approach to problem solving.	E	A, I
16	Knowledge and experience of ITIL	D	A, I

Special requirements

No.	Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
17	Ability to understand and take account of end user's needs.	E	A, I
18	Apply high quality standards to all tasks in hand.	E	A, I
19	Work co-operatively as part of a team.	E	A, I

20	Must be a self-starter demonstrating the ability to deal effectively with unexpected situations and use own initiative.	E	A, I
21	Must be prepared to work on a daily shift rota and occasionally, on request, work unsocial hours.	E	A, I
22	Must have access to a suitable vehicle for use at work and hold a current driving license.	E	A, I
23	Must be willing to have a Basic DBS, required for this post.	E	A, I