

Designation:	Senior IT Officer (Infrastructure)
Grade:	Stroud 5
Hours:	37
Location:	Ebley Mill
Job Purpose:	To support the IT Management Team in the maintenance of the Council's IT Infrastructure and users.
Responsible to:	Infrastructure Manager
Responsible for:	No supervisory responsibility.

KEY DUTIES

- To assist the Infrastructure Manager in managing the Council's network, server and desktop infrastructure.
- To maintain close and effective working relationships with all Service Areas within the Council.
- Work with Project Teams designed to enable and support organisational change and development.
- Work subject to deadlines involving responsive support in changing business requirements and demands.
- To provide support on the ICT service desk at 1st, 2nd and 3rd levels when required and dependant on the specialisms involved.

SKILLS AND KNOWLEDGE

- Ideally educated to degree level in a relevant ICT discipline or ability to demonstrate relevant experience against specified requirements.
- Practical hands on experience of maintaining and supporting desktop and server infrastructure operating MS Windows Server 2016 / Windows 10.
- Qualified to or willing to undertake appropriate technical vendor accreditations.
- Ability to research new and innovative technologies and implement accordingly, whilst understanding the impact of change on current / future infrastructure.
- Ability to manage own time and workload effectively and against specified timeframes.
- A self-starter, with a willingness to investigate complex issues.
- Experience of understanding and supporting mobile technologies.
- Ability to undertake a variety of advanced tasks within a complex support environment.

COMPLEXITY AND CREATIVITY

- Helping to develop and deliver creative ICT business solutions that allow corporate and public facing services to continually improve and evolve demonstrating value for money.
- Creativity and innovation are essential to the job role and need to be regularly exercised within general guidelines.

JUDGEMENT AND DECISIONS

- Work is carried out within clearly defined rules and procedures involving decisions chosen from a range of established alternatives.

CONTACTS

- Members of the Council
- Members and staff of other local authorities/partner agencies
- Suppliers and contractors
- Members of the public

Contact required in respect of service delivery issues where the content and outcome are not straight forward or well established and could involve more detailed assessment, planning, evaluation, care and assistance. Some authority in the provision of service is required.

RESOURCES

- Limited responsibility for physical resources.

TRAVEL DESIGNATION

- Casual

GENERAL

- To work with communities sometimes outside normal office hours, including weekends.
- To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives.
- To work with colleagues across the organisation as required in support of organisational goals.
- To promote the Council's overall commitment to equality of opportunity/Diversity at all times and work within the requirements of the

Council's Equality Scheme.

- To undertake all training and development initiatives as required.
- To work within Health and Safety guidelines in accordance with the Health and Safety at work Act.
- To work within the requirements of the Council's Environmental Policy and Management System.
- To undertake any appropriate duties required to meet the Council's obligations under the Civil Contingencies Act.

This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.