

Designation:	Senior IT Officer (Infrastructure)
Grade:	Stroud 5
Responsible to:	Infrastructure Manager
Service Area:	ICT
Post Number:	

ESSENTIAL CRITERIA

QUALIFICATIONS

- Practical hands on experience of supporting complex computer environments.
- This must be demonstrable based on previous practical work experiences.
- Practical hands on experience and knowledge- of supporting Citrix and MS windows environments.

EXPERIENCE

- Administrative processes and systems.
- Managing stakeholders.
- 2 years good practical service desk experience of supporting a desktop / complex Server environment.
- Effectively and timely resolution of a range of routine and complex ICT problems.
- Supporting multiple 3rd party applications.
- Rollout and support of mobile working technologies.
- Using and supporting MS Office 2013 / 2016.
- Working with change control policy and process.
- Active Directory use and administration.

SKILLS & KNOWLEDGE

- Windows operating systems from Windows 7 through to Windows 10.
- Demonstrate logical and structured thinking in pursuit of problem solving.
- Evidence your ability to use available resources to aid problem solving.
- Demonstrate ability to be self-directed with initiative and to be able to solve practical problems with limited supervision.
- Knowledge and understanding of ICT asset management and/or cloud based MDM packages.
- Knowledge of and understanding of data protection and security of data.

PERSONAL ATTRIBUTES

- Ability to manage own time and workload.
- Demonstrate the ability and desire to keep abreast of new technology and be a "self-starter"
- Must be able to physically move PC's and ICT related equipment.

- Have access to a car for business use and have a full driving licence

OTHER

- Committed to working for an employer that values diversity and equality of opportunity
- Able to demonstrate relevant competencies set out in the Council's Competency Framework consistent with the grading of the post including:
 1. Effective Communication
 2. Customer Service

3. Working Together
4. Innovation
5. Acceptance to Change
6. Supporting the Delivery of the Council's Priorities.

DESIRABLE CRITERIA

QUALIFICATIONS

- Ideally educated to degree level in a relevant ICT discipline.
- Qualified to relevant Microsoft standard (e.g. Microsoft Certified Engineer).
- Qualified to relevant VMware standard (e.g. VCAP Datacentre Virtualisation).
- Working towards an IT accreditation in a relevant discipline such as ICND1/2

EXPERIENCE

- Support & configuration of network switches, firewalls and routers.
- Using and troubleshooting Exchange 2010 / 2013 /2016
- Adherence to and working towards security standards such as PSN Code of Connection.
- Support & use of Cloud based Microsoft 365 applications
- Using and supporting MS Server 2012 / 2016
- Support Android and IOS devices

SKILLS & KNOWLEDGE

CORE COMPETENCIES

1. Effective Communication

You will be able to communicate clearly and effectively with a diverse range of people.

You can vary your communication dependant to your customer, using effective listening with the ability to persuade and influence where appropriate.

2. Customer Focus

You are able to deliver the highest quality of service to our customers, both internal and external.

You will strive to deliver a consistently high quality service, with commitment o understanding and meeting their needs, inline with policies.

3. Working Together

You will be able to work co-operatively with colleagues and partners to achieve results and develop good working relationships.

You will be able to focus on the development of yourself and colleagues in order to enhance performance, motivation and ability to change.

4. Innovating

You will be able to seek better, more effective ways of delivering services.

5. Accepting Change

You will be able to adapt to new work challenges and situations, adopting a positive attitude to change.

6. Supporting the delivery of SDC priorities

You will be able to demonstrate an understanding of and commitment to the Council and its Services.

You will be able to demonstrate how your work supports and meets the needs of the service.

Outer layers of the [competency framework](#) apply with Management and Leadership roles.