Designation:	**Principal ICT Officer - Infrastructure**
Grade:	**Grade 6**
Responsible to:	**ICT Infrastructure Manager**
Service Area:	**ICT**
Post Number:	

ESSENTIAL CRITERIA

QUALIFICATIONS

A minimum of 5 GCSE's with grades A-C in English and Maths or equivalent grades and/or experience.

EXPERIENCE

Experience in a professional IT capacity, including 3rd line Networks Administration

SKILLS & KNOWLEDGE

- demonstrate in depth knowledge of troubleshooting and managing:
- Microsoft Windows Server 2008 / 2008r2 / 2012.
- Windows 7, 8.1, 10. Operating System
- Active Directory and Group Policy.
- DNS and DHCP.
- Office 365
- VMWare & Hyper V
- Firewall management.
- Core networking competence in relation to switching and VLan configuration
- Exchange Server 2010 administration
- Experience of managing networks to agreed security standards is essential
- Experience of using Network Management and logging tools to troubleshoot and manage network
- Ability to communicate effectively both verbally and in writing.

PERSONAL ATTRIBUTES

Ability to think and work innovatively to define and implement solutions.

Excellent interpersonal skills.
Ability to work on own initiative as well as a proactive member of a team.
Strong commitment to new technology and new procedures.

Ability to work under pressure.

OTHER

Committed to working for an employer that values diversity and equality of opportunity

DESIRABLE CRITERIA

QUALIFICATIONS

Degree or BTEC National Diploma in Computer Studies or equivalent.

EXPERIENCE

Managing projects from initiation through to completion.
Experience of managing a team of developers or application support staff

SKILLS & KNOWLEDGE:

- MSCE Server Infrastructure Qualification 2012
- Relevant VCP Qualification
- Fortinet & Cisco Firewall configuration and management
- Experience of maintaining Nortel switches
- Network tools and utilities such as PRTG, GFI LanGuard
- The ideal candidate will be an advanced Systems Administrator with a Cisco qualification such as CCNA or CCNP.

Good organisational skills, and the ability to plan and prioritise own workload.

CORE COMPETENCIES

1. **Effective Communication**
   You will be able to communicate clearly and effectively with a diverse range of people.
   You can vary you communication dependant to your customer, using effective listening with the ability to persuade and influence where appropriate.

2. **Customer Service**
   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.