

Designation:	Principal ICT Officer - Citrix
Grade:	Grade 6 (an additional market supplement may be available but is dependent upon knowledge, skills and experience)
Hours:	37 (requiring some work outside normal office hours.)
Location:	Ebley Mill
Job Purpose:	To manage, service, maintain and develop the citrix environment used by the organisation and ensure it is fit for purpose, backed up, patched and secure.
Responsible to:	ICT Infrastructure Manager
Responsible for:	Some supervisory responsibility for temporarily assigned or shared employees including on the job training or the allocation and checking of work for quality and quantity.

KEY DUTIES

- To ensure the organisations Citrix environment is fit for purpose, serviced appropriately and its security maintained.
- To plan, develop, manage and implement system and security updates.
- To implement projects which will support the Council's long term goals and objectives.
- To ensure that the Citrix desktops and servers are highly available and performing at an appropriate level.
- To act as a 3rd line Citrix support engineer supporting XenApp and XenDesktop applications
- Develop and deploy corporate applications through our virtual desktop environment.
- To undertake MS server patching, VMware patching and other server patching as necessary.
- To assist with the maintenance of backups and perform test restores.
- To monitor and maintain a range of hardware, software and services.
- To support and provide cover for the IT Systems Manager.

SKILLS AND KNOWLEDGE

- Educated to degree level in a relevant discipline or relevant

experience.

- An advanced IT related qualification or relevant experience.
- Excellent communication skills both verbal and written.
- An understanding of administrative processes and systems.
- Experience of working with clients.
- Ability to manage own time and workload, plus respond to changing priorities whilst working in a small team.
- Manage Agile and Prince 2 projects

COMPLEXITY AND CREATIVITY

Work within a small ICT team, supporting the council as it continues to adapt to meet future challenges.

Work which requires a range of imaginative solutions or responses and involves application of fresh and innovatory thinking

JUDGEMENT AND DECISIONS

Required to exercise discretion in a range of areas where advice is not normally available and policies and procedures provide general guidelines.

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 straightforward or well established and could involve more detailed assessment, planning, evaluation, care and assistance.

RESOURCES

Responsible for the citrix hardware and software environment, but little or no responsibility for financial resources.

TRAVEL DESIGNATION

HMRC Miliage rates will apply.

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.