

Designation:	Principal ICT Officer – Citrix
Grade:	Grade 6 (an additional market supplement may be available but is dependent upon knowledge, skills and experience).
Responsible to:	ICT Infrastructure Manager
Service Area:	ICT
Post Number:	TBC

ESSENTIAL CRITERIA

QUALIFICATIONS

Educated to degree level in a relevant discipline or relevant experience.

EXPERIENCE

Experience in a professional IT capacity, including 3rd line Citrix support engineer supporting XenApp and XenDesktop applications

SKILLS & KNOWLEDGE

Demonstrate in depth knowledge of troubleshooting and managing:

- Microsoft Windows Server 2008 / 2008r2 / 2012 / 2016
- Windows 7, 8.1, 10. Operating System
- Citrix XenApp 6.X, 7.X.
- Active Directory and Group Policy.
- DNS and DHCP.
- Office 365 / 2016 deployment via a Citrix farm
- Ability to manage the Citrix farm on a day to day basis regarding Incidents and Problems raised via the Help Desk

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.
Good organisational skills, and the ability to plan and prioritise own workload.
Ability to work under pressure.

OTHER

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

DESIRABLE CRITERIA

QUALIFICATIONS

An advanced IT related qualification or BTEC National Diploma in Computer Studies or equivalent.

EXPERIENCE

Managing projects from initiation through to completion.
Experience of team working with people inside and outside the ICT team.

SKILLS & KNOWLEDGE:

- Current Citrix CCP-V or CCP-N qualifications, or past qualifications.
- Hands on experience of VMWare, and knowledge of firewall rules and policies would be advantageous.
- Hands on experience of Microsoft AD and group policy management.
- Network Administration.

CORE COMPETENCIES

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.

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 to understanding and meeting their needs, in line with policies.

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.

Innovating

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

Accepting Change

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

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.