**MID SUSSEX DISTRICT COUNCIL**

**JOB DESCRIPTION**

| 1. Job Title | Infrastructure Engineer |
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| **Grade** | Up to £41,881 |
| **Team** | Digital and Technology Operations Team |
| **Business Unit** | Digital and Technology |
| **Division** | Digital and Customer Services |
| **Date** | September 2020 |
| **Reporting to** | BUL Digital and Technology |
| **Responsible for** | Maintaining and developing the Council's infrastructure |

| 2. Main Purpose |
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| <ul><li>To maintain and develop the Council's technical infrastructure in accordance with departmental policies, the Digital Service Plan, and directives from the Infrastructure Manager, assisting with the ongoing planning development and management of the technical infrastructure, bringing on board new technologies and innovations</li><li>Take part in infrastructure related projects, working with Digital and Technology Managers as required, and to help design technical architecture that also supports service redesign, with a focus on long term sustainability and scalability, contributing to the continuous improvement of the Council's infrastructure</li></ul> |

| 3. Key Contacts |
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| **Internal**<br>Digital and Technology managers, other operations officers |
| **External**<br>Agencies, Other Local Authorities and Statutory Bodies, Contractors, Suppliers |

| 4. Standard Accountability Statements |
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| **Health & Safety** You are required to comply with the Council's Health and Safety Policy and to take such steps as are reasonably practicable for your own health and safety and that of your colleagues at work and those affected by your work. You must comply with your safety responsibilities and must co-operate with management in all respects for the full implementation of the Council's Health and Safety Policy.<br>**Equality & Diversity** You must adhere to all policies and procedures relating to equality and diversity in the workplace and provision of services. |
| **Learning & Development** You have a personal responsibility for your own learning and development, and will maintain up to date records of achievement and attendance as required. You must undertake the learning and training identified as part of your ongoing development, and other relevant training that is identified and agreed with your manager. |

| 5. Competencies/Behaviours The following behaviours are expected to be demonstrated by all MSDC staff. |
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| - **Quality/Compliance**: Achieving a standard of excellence with our work processes and outcomes, honouring MSDC policies and all regulatory requirements |

- **Customer focus**: Striving for high customer satisfaction, going out of our way to be helpful and pleasant, making it as easy as possible on the customer rather than our department or the Council
- **Communication**: Balancing listening and talking, speaking and writing clearly and accurately, influencing others, keeping others informed
- **Team Player**: Being helpful, respectful, approachable and team oriented, building strong working relationships and a positive work environment
- **Initiative**: Taking ownership of our work, doing what is needed without being asked, following through
- **Efficiency**: Planning ahead, managing time well, being on time, being cost conscious, thinking of better ways to do things
- **Coachability**: Being receptive to feedback, willing to learn, embracing continuous improvement
- **People management** (for those with direct reports): Setting clear expectations, reviewing progress, providing feedback and guidance, holding people accountable

## 6. Main Duties & Responsibilities

1. Help design and develop the technical infrastructure of the Council, working under instruction from the Infrastructure Manager where required and assisting with service redesign by developing infrastructure to promote and support more sustainable working practice, whilst creating and maintaining documentation on the technology in use.

2. Support the transition of technologies to SAAS, IAAS and PAAS, helping design sustainable solutions that deliver value for money, efficiency, and optimal performance.

3. Configure, deploy and maintain critical areas of infrastructure such as server hardware, virtual environments, firewalls, endpoint solutions, and network architecture working both on-site and in the cloud, both day-to-day and as part of a project, collaborating with the Digital and Technology Managers and colleagues as required.

4. Configure, deploy and maintain endpoint solutions with a focus on customer experience and data security.

5. Respond to and resolve complex technical issues logged through the helpdesk system that have been escalated to the infrastructure support level, working with colleagues to achieve effective solutions, collaborate on projects and reconfigure systems.

6. To help maintain the delivery of a stable, well maintained technology service to colleagues across the Council, working with external suppliers and contractors where required.

7. To work closely and proactively with other teams across the Council to promote solutions and ensure 'digital' is integrated into our overall service offering and delivery, and assist with the development and maintenance of business platforms, and services.

8. Maintain and develop the Council's network security solutions and resilience technologies such as backups, disaster recovery and business continuity.

9. Perform asset management duties and any daily maintenance tasks, hardware and software patching etc as required, or when escalated by colleagues.

10  Participate in the research and development of new technologies and working practices to support the ongoing development of the Council's infrastructure.

11  Help to train other members of the team where required.

12  To undertake such other reasonable and relevant duties as the Digital and Technology Managers / Digital and Technology Business Unit Leader may require

**SPECIAL CONDITIONS:**

*By the nature of this post the hours of work must be flexible, and may, on occasion, be in excess of those normally laid down.  Occasional evening work and other work outside of "normal office hours" forms an integral part of the job, and this has been taken into account when determining the salary for the job.*

Date:  September 2020

# MID SUSSEX DISTRICT COUNCIL
# PERSON SPECIFICATION

| JOB TITLE: Infrastructure Engineer | BUSINESS UNIT: Digital and Technology |
|---|---|
| | DATE: September 2020 |

| | ESSENTIAL | DESIRABLE |
|---|---|---|
| ***Qualifications Educational/Professional*** | • Educated to degree level, or hold a relevant professional qualification, or an appropriate level of experience. | • Relevant industry recognised qualification |
| ***Work Experience*** | • Experience as an infrastructure engineer or similar position<br>• Experience designing and implementing complex infrastructures and business solutions<br>• Experience working on complex technical projects<br>• Experience working with cloud based infrastructures, SaaS / IaaS / PaaS deployments etc.<br>• Experience of contributing to the design of systems architecture both physical and in the cloud.<br>• Experience of cloud migrations<br>• Experience of deploying and managing networks, network security and endpoints | • Experience of working in a senior local government technical support role |
| ***Special Aptitude/Skills*** | • Objective, logical approach to working<br>• Effective and creative problem solving skills<br>• Good communication skills, both written and spoken<br>• Ability to understand complex technical concepts and translate into practical real-world solutions | |
| ***Knowledge*** | • Knowledge of endpoint and enterprise security, network architecture and management for both wired and wireless configurations<br>• Knowledge of building and managing virtual and physical environments<br>• Excellent knowledge of Microsoft server environments<br>• Knowledge of information governance practices<br>• Knowledge of cloud technologies and working practices<br>• Knowledge of hardware such as routers, switches, firewalls and other equipment. | • Knowledge of open source platforms and solutions<br>• Knowledge of non MS operating systems e.g. RHEL |

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| ***Disposition/Attitude/ Behaviours*** | • Self-motivated<br>• Personal integrity<br>• Proactive and able to plan and co-ordinate a wide range of complex tasks whilst working under pressure, often with conflicting priorities and deadlines<br>• Adaptable, flexible and able to react positively to changing demands and circumstances<br>• Positive attitude towards enabling staff to embrace new technologies and working practices<br>• Ability to research new technologies and business solutions | |
| ***Other Attributes*** | • Ability and willingness to undertake work outside normal office hours, including responding to operational emergencies | |