

Role profile

Job Title:	ICT Infrastructure Engineer	Grade:	14
Department:	ICT & Property Services	Post no.:	61157
Directorate:	Corporate Resources	Location:	Perceval House

Role reports to:	ICT Infrastructure Manager
Direct reports:	None
Indirect reports:	None

Job description

Purpose of role

- The key purpose of the position is to play an active role alongside the ICT Infrastructure Manager in the development, configuration, customisation, management and support of the Council's network and infrastructure.
- You will work closely with key infrastructure vendors & partners, and all service areas to ensure systems meet the strategic needs of the Council, and to ensure this is done in line with the Council's overall ICT strategy.

Key accountabilities

- The ICT Infrastructure Engineer (System Expert) is directly accountable to the ICT Infrastructure Manager
- Point of escalation and Subject Matter Expert (SME) for detailed network and infrastructure analysis.
- Triage and incident management in the event of high severity infrastructure incidents.
- Assist the ICT Infrastructure Manager with performance management of infrastructure providers, and other ICT contractors & partners.
- Create, assess and provide expert advice on Ealing-led and vendor-provided designs from an infrastructure perspective, working with the Ealing ICT Design Team and infrastructure provider colleagues.
- Ensuring change requests and orders are raised with infrastructure partners for both BAU and project-led works, to include end to end management of change request execution.

- Provide technical testing, analysis, capacity planning and implementation expertise in relation to both systems related projects and BAU activities.
- Responsible for performing site surveys where an Ealing Council infrastructure representative is required.
- To communicate effectively in the team, between ICT groups, council stakeholders and third-party suppliers.
- Establishing good relationships with 3rd party vendors to support progress of technical issues and service optimisation, ensuring value to the Council.
- Advise on utilising proposed technology to leverage value to the council.
- Play active role in ensuring systems and services continue to be provided at a high level of quality by key partners and vendors, through regular reviews, audits, and advising on innovative product/service offerings.
- Build and maintain knowledge base of key activities and infrastructure data.
- Familiarity with NCSC and infosec industry security guidance and best practice, ensuring this is considered as part of any design or change (whether internal or external).
- Management of third parties in relation to contracted activities (e.g. IP addressing schemas, VLAN management, circuit resilience, etc.)
- Ability to represent the Council at supplier meetings.
- Strong communications skills (written and oral, at all levels).
- Ability to communicate complex technical issues to non-ICT audiences.
- Ability to report and present information effectively to the team.
- A high standard of personal integrity, discretion, and tact, maintaining confidentiality where required.
- Ability to deliver business objectives under pressure.
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Key performance indicators

- Awareness of latest NCSC guidance.
- Helping to ensure infrastructure related issues are resolved as quickly as possible.

- Quality input to infrastructure designs and technical queries to help progress them.
- Ability to interpret complex technical data and to re-formulate material for a non-technical audience.
- Ability to demonstrate leadership in emergency situations and to formulate appropriate responses based on sound technical knowledge.
- Ensure all efforts are made to maintain council ICT infrastructure security and optimise the infrastructure performance.
- Attendance on supplier meetings where required
- Help to develop the ICT Infrastructure Administrator
- Ensuring that high quality standards are maintained.
- Support ICT Infrastructure Manager with queries relating to infrastructure providers, and other ICT contractors & partners.

Key relationships (internal and external)

- ICT Infrastructure Manager and team
- Other ICT & PS teams
- Third party vendors
- Key stakeholders/customers within the Council
- Information and Data Governance Manager
- Corporate Data Architect
- Applications Manager (Development)
- ICT Senior Management team
- Service Heads and Directors
- Data owners

Authority level

- None

Additional Requirements

- None

Person specification

Candidates please address the criteria marked with () only in your application. Please give examples**

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council.

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Essential knowledge, skills and abilities

1. Ability to manage own workload and dynamically re-prioritise work within a constantly changing environment.
2. Familiarity with complex line of business applications, and how they interface with the infrastructure.
3. ** A good understanding of all information technologies, and related practices & frameworks, including ITIL.
4. A proven track record of experience in development of ICT systems with a track record of delivery of process improvements and meeting performance targets.
5. **Expert level knowledge of ICT infrastructure (e.g. Networks, servers, datacenters, cloud, etc.)
6. Must be detail-oriented, an expert problem solver with strong analytical skills.
7. ** Detailed knowledge of network troubleshooting and investigation tools
8. ** Detailed knowledge of IP protocols including SMTP, FTP, TCP/IP and network routing
9. Detailed knowledge of VPN solution and management
10. Detailed knowledge of industry recognised best practices in the development, support and delivery of business systems.
11. ** Detailed knowledge of firewall implementation and administration

Essential qualification(s) and experience

1. ITIL Foundation or higher
2. Demonstrable experience working in a senior infrastructure role.
3. Experience of managing third party supplier relationships
4. Experience of Infrastructure, design and architecture
5. ** CCNP qualified or equivalent experience

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
• Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues	• Does what they say they will do on time • Is open and honest • Treats all people fairly	• Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents	• Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures	• Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards