



ADUR & WORTHING
COUNCILS

Job Description & Person Specification

Authority	ADC / WBC
Directorate	Sustainability and Resources
Post Title	Infrastructure Engineer
Post Number	
Accountable to	Infrastructure and Security Manager
Key leadership relationships	Internal: Members of the Council, Chief Officers and all other appropriate Council officers and managers External: Members and Officers of other bodies, specialist agencies, media, contractors and consultants, partner agencies across the public, private and voluntary sectors.
Work style	This role falls within the Blended Working Policy
Last updated	11/12/2023

Job Description - Principal purpose of job (role summary)

As an Infrastructure Engineer, you'll play a pivotal role in collaborating with the Infrastructure and Security Manager to maintain and enhance server environments, network infrastructure, and desktop systems through expert-level support and technical maintenance. Your expertise will be crucial in ensuring these critical IT components' robustness, security, and optimal performance.

Your responsibilities will encompass swiftly addressing and resolving IT service requests and incidents, utilising your technical acumen to troubleshoot issues and ensure prompt resolution within predefined service level agreements (SLAs). Your focus on delivering exceptional technical support coupled with a customer-centric approach will be integral in maintaining high satisfaction levels among users.

Furthermore, your involvement in supporting the IT Operations Team will involve active participation in streamlining processes, implementing enhancements, and contributing your technical proficiency to bolster the team's efficiency and effectiveness.

Your manager will empower you to apply our principles - resilience, adaptability and participation - to your working practices.

Expectations of post-holder

Willingness to embrace change and ability to adapt to new ways of working

Enthusiasm for working across teams in collaboration and partnership in order to help deliver Our Plan

Act with honesty and openness, and be brave enough to contribute your ideas and get involved

Bring your passion for delivering a high-quality service for our residents to your role

Engage proactively in your performance and development conversations, and embrace opportunities to learn and grow

Live how we work with each other and our customers:

- We listen
- We say what we think & do what we say
- We are inclusive & kind
- We are ambitious
- We think & act beyond ourselves and our service
- We are a team

Promote the service and Councils positively at all times

Role-specific Duties and responsibilities

Ensure timely resolution of allocated infrastructure team calls within SLA timeframes, maintaining constant customer communication.
Support Incident management processes, ensuring timely ticket updates and the Incident Manager where required for High-priority incidents.
Collaborate with third-party suppliers as needed, managing escalations and communication channels effectively.
Design, install, and maintain servers and related components, optimising performance and ensuring business application stability.
Manage and troubleshoot server-related issues, monitor performance, and ensure continuous optimisation to uphold system efficiency and stability.
Perform routine system administration tasks to uphold security compliance and system effectiveness, encompassing security management and capacity monitoring.
Implement and manage comprehensive backup solutions for servers and critical infrastructure components, ensuring data integrity, availability, and swift recovery in case of system failures or data loss.
Ensure any changes to the Councils IT environment are made in a controlled and approved manner and adhere to the Change Management Process.
Manage delegated risks in line with Digital risk policies and take ownership of infrastructure-related risks, ensuring correct escalation and monitoring on the Digital Risk Register.
Foster customer relationships, effectively communicate technical issues and prevent future problems impacting frontline services by analysing trends and producing documented resolutions.
Research and implement new technologies, offering strategic advice to enhance the infrastructure environment and performance.
Deliver high-quality customer service and handle complaints proficiently.
Provide remote and on-site support to all Council sites, staying updated and compliant with organisational procedures and policies.
Participation in on-call rotas if required
Provision of out of hours support, both remote and on-site covering, but not limited to, elections periods.
Take ownership of Disaster Recovery procedures for on-premise, AWS and SaaS systems and applications.
Ensure the data centre and any comms rooms are kept maintained, secure and up to date.
Support the IT Operations team during high demand or staff absence.
Act as an effective liaison between the Councils and external service providers, managing priorities and escalation procedures.
Undertake duties related to health & safety, welfare at work, and business continuity.

Undertake all duties by Council policies, the Code of Conduct for Officers, and in particular policies relating to Customer Care and Equal Opportunities.

As the post holder, you will be required to undertake such other duties as may be required within your grade and competence, and therefore the list of duties in this job description should not be regarded as exclusive or exhaustive.

Duties will be set out in this job description, but please note that the Council reserves the right to update the job description from time to time to reflect changes in, or to the role. The post holder will be consulted about any proposed changes. Significant permanent changes in duties and responsibilities will require agreed revisions to be made to this job description.

Adur & Worthing Councils recognise the need to ensure the welfare of children and vulnerable adults when they come into contact with services provided by the Councils. Employees, volunteers and Elected Members have regular contact with the general public during the course of their work and are in a position to observe signs which might indicate that a person is at risk of harm and abuse. If signs, which cause concern, are observed, all employees (temporary and permanent), volunteers and Elected Members have a duty to report allegations, disclosures and suspicions of abuse or neglect in line with the Councils' [Safeguarding Policy](#).

Person Specification:

	<p>The core skills and competencies below are taken from our organisational Skills and Competencies Framework v1.0 and are an indication of the expectations we have of our employees. The full document will be shared with you as part of the onboarding process.</p>
Participative	<p>Build strong relationships with people inside and outside your team and organisation to make a difference to improved outcomes for the local area</p> <p>Engage in clear and positive written and verbal communication to help people understand what you want to achieve and how they can help</p> <p>Value the unique strengths of people from different backgrounds to promote a culture of inclusion, equality and diversity</p> <p>More detail can be found in the Participation Skills & Competencies.</p>
Adaptive	<p>Adopt an active interest in learning and development opportunities that will enable you to strengthen and broaden your skills</p> <p>Experiment with new ways of working to help continuously improve how we deliver outcomes (including through the use of digital tools and platforms)</p> <p>Anticipate new challenges & opportunities to be able to adapt to change around you</p>
Resilient	<p>Embrace a consistently positive attitude and effectively prioritise workload to support your own wellbeing</p> <p>Cultivate a supportive environment with colleagues so people feel part of a team that looks out for each other</p> <p>Prioritise the use of resources that helps us be financially and environmentally sustainable</p>
Leadership	<p>Be open to coaching approaches to support others in finding solutions to problems</p> <p>Role model the principles above to inspire others to demonstrate positive behaviours</p> <p>Develop an understanding of the political processes that guide our organisation and show commitment to the safeguarding of others</p>

	Essential	Desirable
Qualifications	<p>Educated to degree level or equivalent</p> <p>Relevant technical qualifications (e.g., MCSE, CCENT/CCST, CCNA, VCP, CCA, CCP, RHCT) or at least two years' experience in a similar technical role.</p>	ITIL Foundation Certificate
Knowledge	In-depth knowledge of Microsoft Windows Server 2012 onwards	Familiarity with Dell VxRail, vSAN, and Dell

	Proficiency or experience in networking protocols and technologies like TCP/IP, DNS, DHCP, routing, and vLANs.	PowerProtect. Good Knowledge of backup systems
Experience	Installation, configuration, and management experience with Cisco and/or HPE switches and routers.	Support experience within a VMware environment Citrix experience Active Directory support experience Proficiency in SCCM. Experience with AWS
Communication	Demonstrable experience of providing outstanding customer service	
Relationship Building	Strong interpersonal and communication skills, including tact, diplomacy and flexibility.	
Analytical	Strong problem-solving and analytical skills. Ability to work independently and make well-balanced decisions. Proficiency in diagnosing and resolving complex technical issues with significant business impact.	
Planning/ Organising	Excellent time management and self-motivation Proven ability to work under pressure and collaborate effectively	Project management skills (Prince 2 / Agile)
Other requirements	Confident in supporting and troubleshooting a wide range of IT hardware, software, applications, and services. Excellent organisational skills with a focus on managing priorities and meeting deadlines. Physical capabilities for lifting, bending, and carrying hardware when necessary. Emphasis on valuing kindness and compassion in the workplace Acceptance of potential political	Personal interest in staying updated on current industry trends, emerging technologies, and best practices

	restrictions Willingness to travel within the Adur and Worthing Districts	
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Job description & Person Specification agreed by:

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Date:	<hr/>