

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	<b>9RT</b>	<b>Role Title</b>	<b>Core Infrastructure Support Technical Officer</b>
<b>Grade</b>	PS9 / SS10	<b>Reports to (role title)</b>	<b>Core Infrastructure Support Team Manager</b>
		<b>Directorate</b>	<b>Business Services</b>
<b>JE Band</b>	314-370	<b>Service</b>	<b>IT &amp; Digital</b>
		<b>Team</b>	<b>Core Infrastructure Support Team</b>
		<b>Date Role Profile was created</b>	<b>18th August 2017</b>

## Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

<b>Role Purpose</b> including key outputs	<p>To take the role of Technical Officer in the field of Core Infrastructure Services for the authority and provide advice and consultancy.</p> <p>To assist in day to day operation of the core infrastructure using appropriate hardware and vendor tools. Planning, scheduling and supervision of maintenance and installation work associated with the core infrastructure platforms and assist with maintaining relevant security, information compliance and operational procedures and processes.</p> <p>Take lead on small scale projects and platform upgrades under relevant supervision.</p> <p>Diagnose and resolve problems, ensuring that agreed levels of service and the needs for quality, security, availability utilising appropriate specialised techniques, tools, methods or standards.</p>
<b>Work Context</b>	<p>The HR and OD function in Surrey County Council is overseen by the Orbis HR Director and managed by a local lead. The Orbis partnership comprises of Surrey County Council, East Sussex County Council and Brighton &amp; Hove City Council working in partnership with an expectation that the core functions of HR &amp; OD, IT &amp; Digital, Property, Finance and Procurement will be fully integrated going forward.</p> <p>This role is part of the Enterprise Infrastructure function within the Orbis IT &amp; Digital Service. This service provides mission critical operational support and innovative project delivery. This role will require participation in the out of hours support rota. Predominantly office based but will require occasional travel across the Orbis geography for meetings and site visits.</p> <p>The Core Infrastructure team is responsible for advanced user rights management, automated system monitoring, data management and restores. This will be performed using standard Microsoft tooling including SCCM and SCOM. The team will also be responsible for initial triage of support tasks entering the Enterprise Infrastructure function.</p> <p>It will require liaison directly with IT users at within the three Orbis partners, external customers and suppliers.</p>
<b>Line management responsibility</b> if applicable	N/A
<b>Budget responsibility</b> if applicable	Assist with the selection of products and services up to 1 million pounds.

<b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family	<p><b>Planning &amp; Organising</b></p> <ul style="list-style-type: none"> <li>• Deliver projects and/or audits within a defined area of work as directed to input to relevant strategies and contribute to the delivery of directorate objectives.</li> </ul> <p><b>Policy and Compliance</b></p> <ul style="list-style-type: none"> <li>• Input as required to the development of strategies and policies.</li> <li>• Provide guidance and support to stakeholders as required to ensure policy and specification compliance.</li> </ul> <p><b>People &amp; partnerships</b></p> <ul style="list-style-type: none"> <li>• Deliver high quality technical advice/ services engaging a range of stakeholders.</li> <li>• Liaise, communicate and build relationships with other departments, customers, partner organisations, agencies and/or contractors to engage and consult on plans or projects as appropriate.</li> <li>• May manage a team to deliver standardised processes and ensure all officers are appropriately supervised, managed and trained.</li> </ul> <p><b>Resources</b></p> <ul style="list-style-type: none"> <li>• Ensure that work and projects are delivered within agreed resources and assist with budget/resource management in accordance with council policies and procedures.</li> <li>• May have delegated responsibility for a budget(s).</li> </ul> <p><b>Analysis, Reporting &amp; Documentation</b></p> <ul style="list-style-type: none"> <li>• Assess data and conduct analysis in a technical area, presenting results and putting forward recommendations to support decision making.</li> </ul> <p><b>Duties for all</b></p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety &amp; Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>
<b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b>	<ul style="list-style-type: none"> <li>• Appropriate technical qualification at Degree, HND or HNC level.</li> <li>• May require a specialist technical qualification or membership of an appropriate professional institution.</li> <li>• Sound understanding of subject matter, legislation, principles and practices relevant to the technical area.</li> <li>• Ability to apply project management principles and techniques to manage a range of projects through to completion.</li> <li>• Practical or professional experience and understanding of a specialist area or supporting service teams and/or providing support to the public.</li> <li>• Ability to work on own initiative, with solution focused problem solving skills.</li> <li>• Proven written and oral communication with the ability to engage and work in collaboration with others.</li> <li>• Comprehensive knowledge of computerised business systems.</li> </ul>
<b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b>	<p>Demonstrable experience in delivering Core Infrastructure Services.</p> <p>Relevant IT Service Management Qualifications e.g. ITIL, ISEB, or equivalent relevant experience</p> <p>Technical competency–IBM Certified System Administrator, MTA, CCNA or relevant experience / technical qualifications.</p>
<b>Role Summary</b>	<p>Roles at this level are technical specialists professionally qualified in their specialist area. They will provide technical and regulatory guidance and advice to a range of stakeholders in order to assess and mitigate risk and monitor and ensure compliance with relevant requirements. They will have a fair degree of autonomy and work closely with a range of technical and non technical stakeholders. Forward planning could be for months ahead and the role will contribute to longer-term development.</p>

