# Walsall Council

## JOB DESCRIPTION (JD) AND EMPLOYEE SPECIFICATION (ES)
Standard Template

| JOB TITLE: | Senior Infrastructure Specialist (Data Centre) | | |
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| **GRADE:**<br>**JOB CODE:** | G9<br>RT231SENIG9 | **SERVICE AREA:** | DaTS |
| **REPORTS TO:** | Data Centre Team Leader | **LOCATION:** | Civic Centre /<br>Work from Home |
| **SPECIAL CONDITIONS:** | This post is covered by the Government's Code of Practice on the English Language Fluency Duty for public sector workers. The Post holder will be required to communicate verbally with customers and provide advice and/or information in accurate spoken English.<br><br>Your designated place of work will be the Civic Centre. The council operates customer focused hybrid ways of working. This is subject to change and you may be required to work from other locations, short or long term. | | |

## 1. Main purpose of the job role:

- To design and develop all Data Centre infrastructure management systems to meet the needs of the business.
- To support all DaTS Data Centre infrastructure management systems within the Council.

## 2. Role specific duties and accountabilities:

*Production (Service maintenance)*

1.  Maintain and monitor the Council's DaTS Data Centre infrastructure management systems proactively ensuring this meets agreed service levels.

2.  Carry out service capacity planning and proactively identify changes required to DaTS Data Centre infrastructure management systems and ensure that the activity is carried out.

3.  Design, plan, manage and facilitate the installation, integration, testing and maintenance of DaTS Data Centre infrastructure management systems ensuring all quality, asset management and configuration management processes are followed. Liaise with line management, Service Delivery teams and Service Desk to ensure all changes are communicated and understood by colleagues and staff.

4.  Create, configure and update DaTS Data Centre infrastructure management systems in line with notified changes in accordance the DaTS change control procedures.

5.  Procure via line management new DaTS Data Centre infrastructure management systems and software in accordance with Council procurement procedures.

6.  Deliver an DaTS Data Centre infrastructure management systems service to the performance requirements of the team, providing regular reports to line management.

7.  Ensure that systems are implemented in a way that allows for financial recharging. Provide information and reports for recharging as and when required.

8.  Identify needs, specify work packages and oversee the work of third-party support, technicians and other officers assigned to the DaTS Data Centre infrastructure management systems team.

9.  Sign off quality of external work and pass to line manager or finance administration team for payment of invoice or recharge to business unit.

10. Provide ad hoc system consultancy for projects or other service delivery requirements when requested.

11. Assist in the development of DaTS Data Centre infrastructure management systems security policy, ensuring this is consistently applied. Recommend and implement security measures as appropriate to ensure the security and availability of Council systems.

12. Monitor DaTS Data Centre infrastructure management systems for security incidents, identifying breaches and recommending appropriate action.

13. Support and provide input to audit reviews and DaTS Data Centre infrastructure management systems standards compliance regimes e.g. Government Connect Code of Connection.

14. Document all production, support and development activity and handover new support processes / documentation to the supporting teams.

15. Create and develop documentation of DaTS Data Centre infrastructure management procedures and the current / future DaTS Data Centre infrastructure management systems architecture. Ensure other staff update and maintain documentation.

16. Provide a leading role in training/coaching DaTS Data Centre infrastructure management systems staff and other DaTS officers on DaTS Data Centre infrastructure management systems architecture, management systems and support processes.

*Service Call Support*

17. Provide support to users, Service Desk and other DaTS officers to resolve routine and complex and DaTS Data Centre infrastructure management systems service calls (i.e. incidents, problems and service requests).

18. Within the service desk environment escalate where necessary any issues with service calls to relevant third parties to the nominated service provider or DaTS officer, team leader or other line manager ensuring issues are dealt with in accordance with service levels.

19. Deal with escalations from Infrastructure Specialists and Officers or other DaTS officers.

20. Throughout the escalation process, maintain regular communication with line management, Help Desk/Service Desk and the relevant Account Manager in order to manage customer expectations.  In cases where there is significant disruption, or there is disruption to members of the public, escalate immediately through the defined route and seek guidance on what communication can be made.

21. Act as the second after line manager as a point of contact for any business-critical support requirements from the Service Desk and take ownership for resolution.

22. Deal with enquiries from External Audit, Internal Audit and other officers regarding systems policy and operation.

*Service Change and Development*

23. Contribute to the design and planning of DaTS Data Centre infrastructure management systems strategy and architecture over the long term.

24. Assist with the design and implementation planning for DaTS Data Centre infrastructure management systems solutions for customer requirements and ongoing systems maintenance.

25. Provide a formal documented response to Service Change Requests in accordance with DaTS Service Change procedures.

26. Provide specialist advice and guidance on DaTS Data Centre infrastructure management systems designs, policies, strategies and architectures to Directorates, as requested by their Account Manager or other DaTS officers.

27. Plan DaTS Data Centre infrastructure management systems strategy and architecture over the long term.

28. Interpret complex customer requirements and design, develop, build and test DaTS Data Centre infrastructure management systems solutions.

29. Manage the process of handover of developments into support.

30. Support project managers to produce designs and specifications and translate conceptual into detailed designs, using external support where required.

31. Attend and be an active participant in working / project groups and other meetings, as the team's representative.

32. Innovate, initiate and suggest new DaTS Data Centre infrastructure management systems technology or service concepts as part of continual service improvement.

*Management*

33. Supervise and co-ordinate the training and development of Infrastructure Specialists, Officers and other assigned staff. Allocate and check the work of a small group of Infrastructure Specialists, Officers and other assigned staff.

34. Manage and lead others in the technical resolution of high-profile issues e.g. Severe IT Service Disruptions

## OTHER ACTIVITIES

1. To develop a broad understanding of the Council's aims and objectives, together with an in depth understanding of how these aims and objectives impact on the post holder's duties and responsibilities.

2. Prepare reports and on occasion attend scrutiny panels, performance and project boards, CMT and cabinet meetings.

3. To work co-operatively with colleagues within the values of the Council, so as to achieve the aims, objectives, standards and targets of the post and the Council.

4. To independently and effectively deal with enquiries from all sources, including telephone callers and personal visitors. This includes responding to correspondence on general, technical and specialist matters within the post holder's competence.

5. The post holder must, at all times, carry out his / her duties with due regard to the Council's employment policies, with particular reference to Equal Opportunities and Health and Safety.

6. To contribute to the Council's and DaTS continued achievement of quality standards, including but not limited to ITIL and ISO, through individual and team performance improvements.

7. To work positively and constructively with the line manager to identify strengths and agree action in relation to development needs, to set these out in a personal development plan, attend relevant training and to review this, at least annually, with the line manager.

8. Keep abreast of latest technology developments and the ability to assess and propose new or changes to DaTS strategies to encompass new technologies and DaTS environments.

9. Other duties appropriate to the grade of the post as directed by senior management and/or as required.

## 3. Corporate duties and accountabilities:

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.

- Through personal commitment and clear action, the post holder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.

- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.

- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.

| JOB TITLE: Senior Infrastructure Specialist | GRADE: G9 | |
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| Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively. | Indicate when Assessment is possible: at Application form=A interview=I both=A/I test = T | **WEIGHT CODE** shows relative importance Low=1 Medium =2 High=3 |
| **Behaviours**: *refer to corporate behaviours document* | | |
| ***Professionalism*** - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours. | A/I | 3 |
| ***Leadership*** - Leads by example, optimising those resources allocated. Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas. | Not Applicable | |
| ***Accountability*** - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality. | A/I | 3 |
| ***Transparency*** - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve. | A/I | 3 |
| ***Ethical*** - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust. | A/I | 3 |
| **Abilities/Skills:** (refer to JE guidance document) | | |
| 1.Extensive technical and practical capability in the design, build and configuration of at least two of the following technologies (with substantial experience) <br><br> • Microsoft Server operating systems (Physical and Virtual) using a recent version no older than 3 versions behind the current) <br> • Microsoft Active Directory services <br> • Microsoft Azure Cloud services Management <br> • Microsoft Exchange Hybrid. | A/I | 3 |
| 2. Extensive technical and practical capability in any of the following technologies (you may be acquiring knowledge in which case this may be considered a development area, however candidates who are able to demonstrate their aptitude will score higher): <br><br> • Backup and Recovery concepts and processes <br> • NetApp enterprise level storage <br> • Enterprise level Anti-Virus software products McAfee (ePo, ENS and Mvision), Microsoft Defender <br> • Vmware ESXi and VCentre server <br> • Patch Management (WSUS, Azure patch management using Azure automation <br> • PowerShell scripting for server administration | A/I | 3 |

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| • SQL Server management and administration. | | |
| 3. Proven ability to identify and resolve DaTS problems and deliver to projects to provide an effective DaTS service | A/I | 2 |
| 4. Able to contribute to budget management processes (value circa £50K), ensure value for money, follow procurement guidelines and operate in a rapidly changing financial context in DaTS data centre infrastructure and projects | A/I | 2 |
| 5. Able to exchange complex and sensitive specialist information orally and in writing with a range of specialist and non-specialist audiences | A/I | 2 |
| 6. Proactive, hardworking, self-motivated and enthusiastic approach to work and the flexibility to work outside of core hours where the service requires | A/I | 2 |
| 7. Able to demonstrate commitment to continuing personal and professional development | A/I | 1 |
| 8. Rich understanding and commitment to the principles of data protection, privacy and information governance | A/I | 3 |
| 9. Practical understanding and commitment to risk management, health and safety and equal opportunities | A/I | 1 |
| 10. Able to manage and deal with unanticipated problems delivering to tight deadlines and timeframes | A/I | 2 |
| 11. Able to manage own workload, performance and those of others and consistently meet deadlines and performance targets | A/I | 2 |
| 12. Able to build and maintain effective professional working relationships at all levels across the organisation, including employees, managers, directors, elected members, internal stakeholders, contractors and auditors whilst dealing with challenging / emotional / sensitive demands | A/I | 1 |
| 13. Able to work as an effective, assertive and participative member of the DaTS team | A/I | 2 |
| 14. Able to demonstrate effective and extensive experience of managing, leading and motivating others | A/I | 1 |
| 15. The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post. | I | 3 |
| | | |
| **Knowledge/Experience:** specify type, level and qualitative (not quantitative required); if any. | | |
| 15. Extensive theoretical, practical and procedural knowledge in the design, build and configuration of at least three of the following technologies (with substantial experience) <br><br> • Microsoft Server operating systems (Physical and Virtual) using a recent version no older than 3 versions behind the current) <br> • Microsoft Active Directory services <br> • Microsoft Azure Cloud services Management <br> • Microsoft Exchange Hybrid. | A/I | 3 |
| 16. Knowledge of any of the following technologies (you may be acquiring knowledge in which case this may be considered a development area, however candidates who are able to demonstrate their aptitude will score higher): <br><br> • Backup and Recovery concepts and processes <br> • NetApp enterprise level storage <br> • Enterprise level Anti-Virus software products McAfee (ePo, ENS and Mvision), Microsoft Defender <br> • Vmware ESXi and VCentre server <br> • Patch Management (WSUS, Azure patch management using Azure automation <br> • PowerShell scripting for server administration <br> • SQL Server management and administration. | A/I | 3 |

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| 17.Able to analyse and interpret complex customer requirements, evaluate options and present a sound business case | A/I | 2 |
| 18. Able to work in a structured way with skills in time management, capacity and resource planning | A/I | 2 |
| 19. Able to work with dexterity and at speed with a high degree of precision when configuring critical infrastructure and associated software | A/I | 3 |
| 20. Able to work independently without ready access to more senior officers, interdependently, assertively and under pressure in delivering to very tight deadlines and managing conflicting demands | A/I | 3 |
| 21. Able to work with concentrated mental attention for lengthy periods on a range of activities e.g. problem solving, requirements gathering, design, build and test | A/I | 3 |
| Evidence of continuous professional development (where applicable) | A/I | 2 |
| **Qualification:** Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience. | | |
| 23. Qualified by experience within an DaTS data centre infrastructure environment.<br>Have attained or possess equivalent professional experience to Microsoft Certified Systems Engineer and ITIL foundation certificate standard.<br>Have attained a relevant degree and significant experience, or extensive and considerable experience within an DaTS data centre infrastructure and workstation systems environment. | A/I | 3 |
| 24.Good appreciation of wider local government and relevant national issues | I | 1 |
| 25.Experience of and the ability to operate within a political environment | A/I | 1 |
| **Other Essential Requirements** | | |
| An awareness of, and commitment to, equality of opportunity | I | 2 |
| Awareness of, and commitment to, confidentiality and handling data | I | 3 |
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| **Prepared by:** Michael Powell<br>Stephen Crutchley | **Date:** | May 2017<br>May 2024 |