

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Senior Infrastructure Support Analyst

Digital, Technology & Innovation, Corporate Services



West
Northamptonshire
Council

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.

Purpose and impact:

To run and maintain selected infrastructure services, wherever located, ensuring high levels of reliability, security and availability including developing, configuring, maintaining, supporting, and optimising all platforms.

To manage relationships with suppliers, making sure services and products are delivered and aligned to industry best practice and regulatory and contractual requirements.

Responsibilities:

1. Maintain a culture of proactive and continual service improvement, constantly enhancing the customer experience of technology services whilst developing roadmaps for technologies and services in your area of responsibility, making sure that they are future-proofed and that the organisation derives maximum value from investment.
2. Lead, monitor and implement small infrastructure projects and work packages/projects to ensure delivery to timescales and budget, including proper monitoring of external suppliers and good communication with customers at all times.
3. Ensure the integrity and security of the WNC infrastructure environment at all times and, working with the Cyber Security team or other parties, assist with and or perform security reviews, audits and policy adherence exercises as required, resolving any issues that arise promptly.
4. Act as the lead Cloud authority within the infrastructure team providing informal training and advice and guidance as required within the designated WNC Cloud environment.
5. Work with scripting and automation tools to continuously improve processes and ultimately service delivery to customers.
6. Respond promptly to all infrastructure service-related issues – including Cyber Security, providing technical support, liaising with in-house technical personnel and external suppliers as required, in order to restore service availability as soon as possible.
7. Produce comprehensive documentation for use by DTI technical support teams as directed or requested.
8. Produce and present for consideration fully formed business cases that detail appropriate technical solutions, along with benefits, to identified business problems.
9. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
10. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.

11. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Excellent interpersonal and communication skills demonstrating the ability to effectively communicate, consult, influence and negotiate with a wide range of people at all levels with users, suppliers and service providers.	Essential	A/I
Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	Essential	A/I
Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.		A/T/I

Knowledge:	Essential / Desirable	Measured by
Demonstrable knowledge and extensive experience of Windows, SAN, virtual and Cloud environments. Any network experience would be advantageous.	Essential	A/I
Demonstrable knowledge of large scale (Azure) Active Directory and Authentication administration (3+ years)	Essential	A/I
Excellent knowledge of security controls, Data Protection and Cyber Security in general	Essential	A/I

Relevant experience:	Essential / Desirable	Measured by
Demonstrable experience of running IT operational projects and delivering successfully to time and budget	Essential	A/I

Education, training and work qualifications:	Essential / Desirable	Measured by
Appropriate qualification (e.g. PRINCE2, Agile certification) or equivalent professional experience	Desirable	A/I/D
Appropriate qualification or equivalent professional experience (e.g. ITIL)	Desirable	A/I/D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Day-to-day in the role:

Hours:	37	Primary work base:	One Angel Square
Job family band:	Professional Support 8	Worker type:	Flexible
Salary range:	£41,816 - £45,175	Budget responsibility:	
People management responsibility:	IT Systems Manager		

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”

When potential is unlocked, talent thrives

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
 - **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
 - **Care** is at the heart of West Northants Council, we care in many ways; seen and unseen, helping our colleagues and community to thrive.
 - **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.
- We want you to have balance and be happy.

