# Job Description and Person Specification

## Job details

Job title: ICT Systems Engineer

Grade:

Reports to: Head of Infrastructure

Responsible for: Infrastructure

Directorate and Service area: Nana Barfi-Sarpong

## Principal responsibilities (please make these concise and ideally no more than 8)

* Work with the Senior System Engineers to maintain a highly resilient ICT network at NNC.
* Adherence to ITIL procedures and practices in relation to the infrastructure, network, and systems / data security.
* Development of ICT systems and infrastructure, as part of ICT project and programme activity, to better support the needs of NNC
* Achieve Performance Indicators in relation to system availability and ICT technical support.
* Assist with achieving ISO 27001 accreditation.
* Assist with achieving compliance with technical aspects of policies and industry standards, (e.g. PSN and GDPR).
* Responding to ICT calls that relate to the Business support team.
* Assist with maintaining back-ups, business continuity and disaster recovery plans.

Assist with the implementation of infrastructure and network changes in accordance with the change control process.

## General responsibilities applicable to all jobs

You will become an important member of a thriving team, working with Azure, AWS, and everything from networks to storage units hosted within NNC’s 4 Data Centre’s. You will be involved in a mix of projects, maintenance, and escalation tickets from the service desk, with no week being the same as the previous one.

It is important you have a passion for technology and a strong desire to help drive improvements in technology to advance the council’s operations and user experience.

* Design and deploy including support and development of operating systems and applications.
* Monitor and gauge the effectiveness and efficiency of existing systems; develop and implement strategies for improving or further leveraging these systems
* Install, configure, and support Internet access and e-mail facilities. In conjunction with the Senior Systems Engineers, monitor usage, issue reports to managers and report any concerns to the ICT Head of Infrastructure.
* In conjunction with the Senior Systems Engineers, regularly monitor the local and wide area networks, servers, switches, and routers, including bandwidth utilisation, to detect potential problems.
* Provide remote support to the ICT systems.
* Support the development of Corporate ICT systems and provide documentation to support changes.
* Perform server and security audits, system backup procedures, and other recovery processes in accordance with the disaster recovery and business continuity strategies.
* Conduct research on software and systems products to justify recommendations and to support purchasing efforts.
* Where appropriate, interact and negotiate with vendors, outsourcers, and contractors to secure system-related products and services.
* Provide ICT support and expertise on the Storage Area Network, Virtual Environments and VoIP System.
* Assist with the installation, configuration, and deployment of Citrix applications, software, and/or enhancements to existing thin client applications throughout the ICT estate
* Assist the deployment and security of devices and applications across an enterprise SCCM.
* Provide support to the Service Desk.
* Work on ICT projects as and when authorised, i.e. projects relating to the maintenance, improvement or replacement of ICT infrastructure and applications. Provide technical input to projects on design, build, testing and ongoing support. Provide documentation to support changes.
* Any other reasonable tasks commensurate with the abilities and skills of the post holder.

## Special features of the post

# Person Specification

| **Attributes** | **Essential criteria** | **Desirable criteria** |
| --- | --- | --- |
| Education, Qualifications and Training |  | MSCE/MCSA/MCP |
| Experience and Knowledge | Strong foundational IT knowledge |  |
| Ability and Skills | Server 2012-2022 administration AD/AAD and all related technical components related to managing domains O365 management and troubleshooting Virtualisation platform management  Networking management and troubleshooting  Storage management and troubleshooting | Azure/AWS experience  Any Microsoft certifications (MCSA, MCSE, MCP)  Systems Centre (VMM, SCOM, SCCM)  Intune  PowerShell/Task Automation  Firewalls (Palo Alto, Sophos, Fortinet, other)  Citrix (NetScaler, Apps/Desktop publishing)  Linux/Unix knowledge |
| Equal Opportunities |  |  |
| Additional Factors |  |  |