

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Infrastructure Lead

Digital, Technology & Innovation – Chief Executive's Office

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.



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Purpose and impact:

1. To provide a high level of expert professional and technical expertise relating to the provision and support of Infrastructure systems, services and technologies used by the Council and its partners (currently 700+ servers housed in the County Hall datacentre servicing 4,500+ staff) so that these systems consistently meet the availability and reliability needs of the business.
2. To act as the Infrastructure Subject Matter Expert providing leadership, direction, motivation, technical expertise, advice and guidance to the Infrastructure team, managing resources to ensure that DTI IT Operations consistently satisfies customers and partners in the provision of technical infrastructure support services as well as contributing to key DTI/business projects.

Accountable to:

This role is accountable to the IT Systems Manager and is responsible for all aspects of the direct line management of up to 9 technicians. The role sits within Digital, Technology and Innovation, part of the Chief Executive's Office in West Northamptonshire Council.

Responsibilities:

1. Lead the Infrastructure team in the delivery of day-to-day functions within the IT Operations service, ensuring that infrastructure services are consistently delivered to defined service levels, Halo tickets requesting services or reporting problems are resolved in a timely fashion with high levels of customer satisfaction and that DTI/Business projects requiring the involvement of the team are successfully completed on time and to budget.
2. Develop, direct, motivate and appraise the team with the objective of continually improving the levels of service, the quality of service and overall enhancing the reputation of DTI services.
3. Provide technical expertise, consultancy and in-depth technical training to Infrastructure technicians, third-party contractors and end-users alike, acting as the Subject Matter Expert within the organisation on the configuration and usage of the Council infrastructure hardware, software and Data Centre.
4. In conjunction with the IT Systems Manager, lead, co-ordinate, monitor and deliver infrastructure related projects and carry out any other duties which fall within the broad spirit, scope, and purpose of this job description and which are appropriate to the grade of the post, including the building of business cases.
5. Analyse, diagnose and resolve complex technical incidents and requests that have not or cannot be resolved at the first point of contact, so that all incidents and requests are resolved in line with WNC security policies and Service Level Agreements, applying the most cost effective and efficient solution and with minimal disruption to IT system users.
6. Using available diagnostic and remote access tools, monitor and analyse infrastructure hardware and software to identify issues and problems early so that proactive support can be applied ensuring that service interruptions to Council staff are kept to a minimum.

7. Ensure that all infrastructure hardware and software is always kept up to date through the application of relevant software/firmware patches, thereby minimising security issues and maximising new and enhanced functionality provided as a result of the upgrade.
8. Monitor IT services and systems to ensure these are always available, being used optimally and to the best advantage of West Northants and partners, whilst ensuring that all relevant resource usage is always captured and fed into a Capacity Planning model so estimates and predictions of future usage, and associated costs, are available for forward planning purposes.
9. Create and maintain professional, effective and comprehensive technical documentation for internal and external training purposes – balancing the level and complexity of the documentation as required, as well as regularly producing required information, such as User Guides and FAQs, for business as usual and when on-boarding new business partners.
10. Create a culture of continuous improvement and innovation within the team leading by example; challenge working practices to improve efficiency, resilience and customer service using automated tools, AI, self-service, and FAQs.; research, advocate for and implement new IT technologies as agreed within the requirements of the IT strategy and good practice.
11. Regularly conduct studies to enhance your knowledge and understanding of IT systems, technologies, best practices and their application within the Council, developing and maintaining a very good technical understanding of relevant infrastructure hardware, software and services as well as security, network and telecoms technologies, standards, protocols and products.
12. Contribute to the preparation of the annual departmental budget (revenue and capital) and - once agreed for the Financial Year, closely monitor spend against budget investigating any reported anomalies to resolution as well as flagging these up to the IT Systems Manager.
13. Act as the primary lead responsible for the upkeep and maintenance of the WNC datacentres ensuring that all services – generator, air conditioning, fire suppressant system, cleaning services etc are fully maintained at all times in line with supplier recommendations.
14. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
15. Demonstrate awareness and understanding of equal opportunities and other people's behavioural, physical, social and welfare needs and ensure that reasonable care is always taken 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
<ul style="list-style-type: none"> Excellent inter-personal skills with the ability to communicate at all levels conveying technical jargon in a non-technical and authoritative way. Excellent organisational skills with the ability to delegate and plan BAU/Project work for both self and the team, working to timescales of several months, in line with corporate targets and set objectives. Excellent analytical skills with the ability to understand, assimilate and combine disparate information. Able to produce clear and precise complex technical, training and procedural documentation. Proven influencing and persuading skills. Confident, calm and responsive when under pressure. 	Essential	A/I/D
<ul style="list-style-type: none"> High level of personal probity and integrity. Highly motivated individual who remains task focussed when required and leads by example 	Essential	A/I
<ul style="list-style-type: none"> Ability to develop and maintain strong customer relationships. Exceptional customer service skills including experience of dealing with diverse customer groups. 	Essential	A/I
<ul style="list-style-type: none"> Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs. 	Essential	A/I
<ul style="list-style-type: none"> Able to multi-task and prioritise workload in a changeable environment. Ability to take a problem outside of your knowledge and aim to resolve or draw on resource to ensure resolution. 	Essential	A/I

Knowledge:	Essential / Desirable	Measured by
<ul style="list-style-type: none"> Excellent knowledge of infrastructure hardware, software, network security products and architectures including CyberEssentials, GDPR/DPA, PCI-DSS In-depth knowledge of major networking technologies, protocols and standards. Proven knowledge, understanding and experience of working in a Service Level Agreement ITIL driven IT service environment. 	Essential	A/I/D

Relevant experience:	Essential / Desirable	Measured by
<ul style="list-style-type: none"> • Experience of diagnosing, analysing and successfully resolving complex technical incidents with infrastructure devices and associated services in a large and complex corporate environment. • Experience of successfully contributing to, managing and controlling budgetary expenditure in line with delegated responsibilities. 	Essential	A/I/D
<ul style="list-style-type: none"> • Experience of using Cloud platform technologies – Microsoft Azure, Amazon AWS etc • Understanding of approaches to Cloud Migrations and mechanics of running Hybrid Cloud installations • Extensive experience of working with a variety of IT technologies, including hardware, software and various operating systems. • Extensive experience of Microsoft Entra ID, AD, DNS, DHCP and Authentication administration in a large-scale corporate environment. • Extensive experience of administration and support of Windows Servers, Storage (SAN) and virtual environments within an enterprise level environment across a Wide Area Network (WAN). • Demonstrable experience with using and providing support for Microsoft Office products such as MS365/Teams/Power Platform/ SharePoint/ Exchange Online etc • Experience using an (ITSM) Service Management tool. 	Essential	A/I
<ul style="list-style-type: none"> • Experience of working as part of a technology project and successfully delivering to a deadline. • Experience in the identification of new technologies through research, production of a business case to deployment and adoption of a solution 	Essential	A/I
<ul style="list-style-type: none"> • Experience of providing complex technical expertise to peers acting as the Subject Matter Expert. • Experience of successfully leading a team, developing team members, maintaining performance and conducting appraisals 	Essential	A/I

Education, training and work qualifications:	Essential / Desirable	Measured by
<ul style="list-style-type: none"> • HNC/HND standard or equivalent in appropriate subjects (i.e. Sciences, Computing, Mathematics, English) • ITIL Foundation or equivalent professional experience • Demonstrable experience of infrastructure architecture and design • Continual Professional Development 	Essential	A/D

<ul style="list-style-type: none">• Bachelors degree, preferably in a Computing discipline - Information Technology and Information Systems or Computer Science, or equivalent professional experience• Project Management qualification or equivalent professional experience	Desirable	A/D
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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 (Head Office)
Job family band:	Professional Support WLBand09	Worker type:	Part-flexible
Salary range:	£48,378 - £51,571	Budget responsibility:	No
People management responsibility:	Yes		

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 so 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.

