North Northamptonshire Council

Job Description and Person Specification

Job details, job title

Job title: Senior Systems Engineer
Grade: NNC07 - £44,253 - £47,665
Reports to: Data Platform and Engineering Lead
Responsible for: No line management responsibilities
Directorate and Service area: Chief Executives Office, Technology and Digital

Purpose of the job

North Northamptonshire Council (known as NNC) are in the process of delivering their technology strategy and digital transformation, and this involves a complete overhaul of our IT infrastructure and supporting network estate. The organisation currently operates from 68 different sites, delivers services to approximately 3,000 staff and serves over 300,000 residents.

The role of our senior system engineers sits within the infrastructure team and has a critical part to play in the support and ongoing development of our core infrastructure services. This role, and the team it sits within, form part of the final technical escalation point for the organisation and covers a broad remit, including:

- Datacentre management and support across both physical and IaaS based infrastructures

- Network support across all NNC owned sites (currently 68 in total)

- Management and support of backup and disaster recovery services

- Day to day management and support of cyber protection – inc SIEM, End-Point protection, patching, pen testing etc.

- Act as subject matter experts for transformation and tactical projects

- Technical ownership of Microsoft 365 services – e.g Entra, InTune etc

- Management, support and development of virtualised application and desktop environments

- Day to day technical support as escalation for service delivery incidents and problems

- Support and management of the NNC data estate including on-premise and hosted data infrastructure

Principal responsibilities

1. Play a leading role in the day-to-day monitoring, support and maintenance of the North Northants Council network and associated infrastructure services across the entire estate.

2. Contribute to any planning and/or documentation required to improve and maintain resiliency and performance of the North Northants Council infrastructure services. Make proposals for changes and work with the wider teams to implement such changes as they are agreed.

3. Act as an escalation point for any network, cyber security and infrastructure related support incidents. Managing support incidents in conjunction with the wider Technology Digital and Data teams to ensure issues are addressed as quickly and effectively as possible.

4. Monitor and maintain the backup and business continuity arrangements to ensure service availability at all times.

5. Work with teams and colleagues across the organisation as a subject matter export in order to support the deployment of new services and projects which require infrastructure services.

6. Keep track of changes and updates made by vendors to the technology stacks in use by the council. Therefore, ensuring that the council can maximise the benefit of their investments in technology.

7. Work to build and support the infrastructure required to support the council data estate. This could involve on premise database clusters and cloud-based data services.

General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.

2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).

3. Understand the councils committment to Corporate Parenting and take responsibility to support this commitment. Enable the council to be the best corporate parents possible to children and young people in our current and previous care.

4. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

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

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	• Technology related degree level certification or equivalent experience • Relevant apprenticeship or A-Level qualifications • 5 GCSE's grades A-C including English and Maths or other equivalent qualifications	• Any relevant 3 rd party certifications e.g: o Microsoft Security, Compliance, and Identity Fundamentals o Microsoft 365: Certified Administrator o Comptia Security + o Microsoft Azure: Certified Administrator o AWS Cloud practitioner • Any fundamental network or supplier certification: o Comptia Network + o Cisco CCNA o HP Aruba ACP/ACSP
Experience and Knowledge	• At least 3 years working in a relevant role • Proven experience working in a large multi-site organisation • Extensive demonstratable experience supporting: o Microsoft Hyper-V o Azure/AWS IaaS services o Microsoft 365 – Entra and InTune o Backup technology (e.g Veeam) o Storage Area Networks (e.g Dell, IBM) o Wide and Local area networks (e.g SDWAN, Cisco Meraki, HP Aruba) o Enterprise WiFi platforms o Firewall administration (e.g Palo Alto,	• Any experience directly managing and implementing InTune and Entra conditional access policies • Any knowledge around InTune application deployment, packaging and scripting • Project management experience • Experience working in complex project-based environments managing multiple priorities and workstreams • Previous experience migrating on-premise services into Microsoft 365 and cloud IaaS environments • Experience working in a local authority or central government-based organisation

	Fortigate, Sophos XG) o Application and desktop virtualisation (e.g Citrix, Microsoft RDS) o Windows and Linux server management • Experience working with 3rd parties and coordinating incidents and changes • A working knowledge of ITIL processes and demonstratable experience of working within a service desk operating model • Experience working as both a project and support-based engineering lead	• Experience migrating on premise file storage into Microsoft Teams and Sharepoint
Ability and Skills	• Excellent problem-solving skills and attention to detail • Strong communication and teamwork abilities • Ability to translate business requirements into technical solutions • Ability to work under own initiative • Comfortable operating in a busy and often time pressured environment	
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Additional Factors	Hold a current driving licence and have business use insurance on own vehicle to enable travel to alternative sites.	