When potential
is unlocked,
talent *thrives*

West
Northamptonshire
Council

Job description and person specification

Senior Systems Infrastructure Support Analyst

Corporate Services, DTI

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

Accountable to:

No direct management responsibility. This role sits within a team of 11 technical specialists, reporting to the Infrastructure and Implementation Team Manager within the DTI department under Corporate Services.

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. Always ensure the integrity and security of the WNC infrastructure environment 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 a 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. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.

10. 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
		A, T, I, P, D
This is applicable to all roles in WNC that are required to use IT equipment: Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.		A/T/I
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

Knowledge:	Essential / Desirable	Measured by
Demonstrable knowledge of large scale (Azure) Active Directory and Authentication administration	Essential	A, I

Relevant experience:	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
Excellent knowledge of security controls, Data Protection and Cyber Security in general	Essential	A, I
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
Appropriate qualification or equivalent professional experience (e,g, ITIL)	Desirable	A

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:**	[OAS]
Job family band:	[Band 08]	**Worker type:**	Part Flexible
Salary range:	[40,306 – 43,674]	**Budget responsibility:**	[N/A]
People management responsibility:	[N/A]		

Working conditions & how we work:
Part flexible, working from home, with some requirements for days working in the office to carry out specific duties.

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"

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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.

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