



Cumberland Council

Post Specification

Date	November 2023
Post Group Number	6666
Post Title	ICT Infrastructure Engineer
Job Family	Regulation and Technical
Job Family Role Profile	RT13
Final Grade	Grade 13

To be read in conjunction with the job family role profile

Service Area description

Business Service – Digital Innovation & ICT

Purpose of this post

- The purpose of the Infrastructure Engineer is to plan, develop, deploy, test, support and optimise ICT infrastructure systems and services, taking responsibility for overall operational readiness of these systems and services.
- Supporting the Infrastructure Manager and Service Lead – Infrastructure with technical advice, service planning and other related issues.
- These systems and services will encompass voice, data, server, storage and perimeter security.
- Working within the ICT team to deliver the best experience for the end-user.

Key job specific accountabilities

- Act as a Technical Lead for a specified technology or group of technologies, responsible for designing, planning and implementing complex IT projects within set time scales. Directs internal and external resources in order to achieve this. These projects have a major and wide ranging impact on the majority of corporate IT services we provide. Ensures levels of capacity provided meet business needs within these specified technologies or group of technologies.
- Contribute to business continuity planning and testing for a specified infrastructure solutions/systems.
- Act as secondary lead for other technologies or groups of technologies.
- Contributes to strategic decision making with responsibility to provide advice on significant procurements which may have a major impact on the corporate communications infrastructure
- Provides expert professional advice on major projects and technical issues to managers, colleagues and users to ensure a full understanding of the implications, risks and benefits surrounding these.
- As a Technical Expert proactively recommends and develops solutions to complex technical issues.
- Responsible for providing detailed monthly reports to senior management to ensure compliance with corporate wide licensing agreements and advising/interpreting possible issues/breaches
- Proactively maintains systems / infrastructure through performance monitoring, log analysis, planned upgrades and the use of other tools and techniques.
- Maintain professional contact with all stakeholders including system owners.

- Captures knowledge and contributes to service improvement (including technical documentation)
- Work in a flexible manner with other teams to resolve customer issues.

Please note annual targets will be discussed during the appraisal process

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post

Budget Responsibilities	<ul style="list-style-type: none"> • N/A
Staff Management Responsibilities	<ul style="list-style-type: none"> • Assist Team members, colleagues and end users.
Other	<ul style="list-style-type: none"> • Responsibility for low amount of ICT Assets

Essential Criteria - Qualifications, knowledge, experience and expertise

- NVQ4, HND+, Gen deg, prof qualified (ex degree) or Demonstrable relevant competence
- In depth theory and further job knowledge of IT servers and systems including operating systems, admin tools and performance optimisation local and wide area networks, voice platforms, Wi-Fi solutions and other network related technologies
- Substantial period of working in a relevant role or environment
- Theoretical and practical knowledge of the effective application of ICT in organisations.
- Performance of a wide range of activities involving a full working knowledge of specific administrative and/or advanced practical processes and procedures. Full understanding of associated processes.
- Ability to travel independently to sites throughout the county

Disclosure and Barring Service – DBS Checks

- This post does not require a DBS check.

Job working circumstances

Emotional Demands	<ul style="list-style-type: none"> • Minimal emotional demands.
Physical Demands	<ul style="list-style-type: none"> • Periodic demand for lifting heavy and/or bulky equipment, and/or working in awkward or confined spaces and at heights
Working Conditions	<ul style="list-style-type: none"> • No exposure to adverse weather, occasional working with adverse temperature and/or noise, normal levels of adverse people behaviour

Other Factors

- Some direct responsibility for ICT systems and full drivers licence.