Post Specification

Post Specification - Key Information

- **Post Title: ICT Infrastructure Engineer**
- **Date: June 2025**
- **Post Group Number: 8678**
- **Job Family: Regulative 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

This role will be part of the Westmorland & Furness ICT Service, Enabler Services Directorate.

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 with technical advice, service planning and other related issues
- These systems and services will encompass voice, data, server, storage and perimeter security for both On Premise and Cloud environments
- 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 ICT 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 ICT services we provide. Ensures levels of capacity provided meet business needs within these specified technologies or group of technologies
- Responsible for providing 3rd line technical support and development of the ICT infrastructure both on premise and cloud, including: data centres, local network and WAN, data and application servers, SAN, mail, web and printer servers, supporting middleware and software, remote access, voice and data lines and switching
- Responsible for identifying and, where required, escalating issues relating to third party suppliers to the Infrastructure Manager
- Contribute to business continuity planning and testing for a specified infrastructure solutions/systems
- Responsible for operating within appropriate controls for changes in the technology environment

- Contribute to availability management planning, design, and testing activities
- 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.

Key Facts and Figures of the Post

- **Budget Responsibilities**: n/a
- **Staff Management Responsibilities:** Assist Team members, colleagues and end use
- **Other:** Some direct responsibility for ICT Assets

Essential Criteria

- **Qualifications:** NVQ4, HND+, Gen deg, prof qualified (ex degree) or demonstrable relevant competence
- **Knowledge:** In depth theory and further job knowledge of ICT 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
- **Experience:** Substantial period of working in a relevant role or environment
- In depth theory and further job knowledge of ICT 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
- **Expertise:** 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.
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Disclosure and Barring Service (DBS) Checks

- This post requires a basic DBS check.

- The level of check required is *(remove others not required):*
    - DBS Basic

Job Working Circumstances

- **Emotional Demands:** Minimal emotional demands.
- **Physical Demands:** Regular demand for lifting heavy and/or bulky equipment, fragile and/or high value equipment, and/or working in awkward or confined spaces.
- **Working Conditions:** No exposure to adverse weather, occasional working with adverse temperature and/or noise, normal levels of adverse people behaviour
- **Other Factors:** n/a

Other Factors:

- You may be required to travel to all Westmorland and Furness sites, should this be required to carry out and specific work
- There may be occasions you are required to work outside normal working days and hours