

# HAMBLETON DISTRICT COUNCIL

## ICT SECTION

### JOB DESCRIPTION

<b>POST NO:</b>	
<b>POST TITLE:</b>	ICT TECHNICAL TEAM LEADER
<b>SALARY GRADE:</b>	Grade 13
<b>RESPONSIBLE TO:</b>	ICT Manager

### **JOB PURPOSE**

To support the Council's ICT Infrastructure and end user device estate.

### **PRINCIPAL DUTIES AND RESPONSIBILITIES**

1. To manage, develop, and monitor all the Council's ICT infrastructures including servers, switches, firewalls, desktops, telephony and operating systems.
2. Develop, implement and monitor the technical aspects of the ICT Strategy for the Council in liaison with the ICT Manager.
3. Develop the technical aspects of an ICT Disaster Recovery plan; manage regular testing of the plan to ensure the successful recovery of ICT systems in a disaster scenario.
4. To develop small systems on the Council's ICT platforms.
5. To monitor and manage the Council's ICT equipment ensuring operability for all users.
6. To manage the Council's ICT technical and infrastructure support by prioritising calls and allocating work accordingly in line with SLA's and within the ICT budget.
7. To have responsibility for the supervision and co-ordination of the ICT Technical Team, in conjunction with the ICT Manager. In particular, you will be responsible for the supervision of 4 FTE Staff, including advice and support in the allocation of specific tasks and monitoring the performance of the Team. You will also have responsibility for contract/supplier staff on an ad hoc basis as required to deliver services and projects.
8. Support and maintain the Council's Local Area Networks (LAN's) to give connectivity and bandwidth for all ICT equipment.

9. Support and maintain the Council's Wide Area Network (WAN) to give connectivity and bandwidth for voice and data between all the Councils offices and through broadband with our ISP.
10. Support and maintain the Council's Storage Area Network (SAN), backup solutions and the technology which supports the Council's Disaster Recovery and Business Continuity Systems.
11. Support and maintain the Council's telephony system(s) across all sites.
12. Managing the Council's ICT 'Service Desk' including the logging and assigning of calls, resolving problems, liaison with Third Parties and users.
13. Contribute significantly to the development, implementation and monitoring of an information security policy and related procedures in line with Government legislation on technical aspect.
14. To implement and enforce the Council's ICT security policy. This will include ring fencing the Council's equipment by installing anti-virus software, locking down desktops through Group Policy and maintaining the council's firewalls.
15. Ensure data security is managed and maintained to required standards for all electronic data in line with legislation and Council policy, including auditing data security across the Council.
16. Develop and maintain the technical documentation, ensuring appropriate change records are maintained.
17. To comply with and help develop the Council's ICT standards and procedures, including recommending changes as appropriate.
18. Identify opportunities and propose solutions to stabilise, upgrade or improve existing ICT infrastructures to ensure ongoing high performance and supportability.
19. Provide support and develop junior members of the team through mentoring and coaching and identifying appropriate training.
20. To develop and maintain the Council's software license and ICT assets management systems.
21. To comply with recognised security compliances such as Code of Connection (CoCo) for PSN, PCIDSS, and to develop systems that will allow the council to achieve security standards such as ISO27001.
22. Have an awareness of all new ICT developments which may affect the Council's and advise the ICT Manager accordingly.
23. Give advice and support as appropriate to all ICT users and the Council's members.
24. To be aware of and comply with all the appropriate aspects of the Health and Safety at work requirements.

25. Manage ICT Technical projects in accordance with the Council's Project Management framework.
26. To undertake such other duties as may from time to time be allocated to the postholder as may be consistent with the responsibilities of the post.

March 2018