



Job profile

Infrastructure Senior Development Officer Grade L

Group: Corporate Resources

Location: Civic Centre

Service: IT Services

Line Manager: Infrastructure Team Leader

Car User Status: Casual

Job Purpose

The post holder will be responsible for the implementation, development and support of the Council's core IT systems.

The key roles of this post will include:

1. To support the Council's central computer systems to ensure maximum availability of core systems.
2. To implement, develop and enhance the core systems in line with changing requirements and technological developments in order to maximise the quality of service.
3. To liaise with other services and partners, responding to changing requirements to ensure customer satisfaction.
4. To prioritise and allocate tasks to team members as appropriate to ensure an effective support service.
5. To produce and maintain accurate documentation of systems and procedures to create a reference for team members.
6. To develop team members as appropriate to ensure that they achieve their highest levels of performance.
7. To keep abreast of developments in technology in order to ensure continuous improvement of the service.
8. Such other responsibilities allocated which are appropriate to the grade of the post.



Knowledge and Qualifications

Essential

Knowledge of:

- The Council's core computer systems and/or a broad understanding of voice and data network systems.
- Principles of designing, creating, developing, implementing, maintaining and supporting core computer systems and/or voice and data networks.
- Specialist technical computing theory, processes, procedures and system protocols.
- Council's computer policies and standards.
- Council's organisational structure.

Qualifications:

- 2 A level passes or equivalent and/or a minimum of 5 years experience working in a networked data environment

Experience of:

- Minimum of 5 years working in a networked computing environment.
- Minimum of 5 years experience configuring and supporting server and/or telephony and network operating systems.
- Leading corporate technical computer projects
- Analysing and interpreting complex technical information to develop, improve or resolve issues with computer systems
- Creating and developing close working relationships with other Council services and external partners
- Communicating effectively
- Team working
- Working on own initiative

Desirable

Knowledge of:

- Server and data storage operating systems and principals
- Broad understanding of voice and data management systems.
- Security methods and practices appropriate to the type of devices managed by the team.
- Team management

Qualifications:

- Prince 2 Project Management
- ITIL
- Minimum of 2 A level passes and/or a minimum of 7 years experience of working in a networked data environment
- Any qualification relevant to the post
- Current driving licence and access to a car, or means to mobility support

Experience of:

- Team leading
- Strategy planning
- Sharing information effectively



Competencies

Communication and Engagement	Shares and listens to information and ensures employees views are sought out; listened to and make a difference. Facilitates and empowers employees to make things happen. Uses appropriate methods to express information in a clear and concise way to make sure people understand. Treats individuals with respect and consideration
Developing Teams and Individuals	Promotes and supports team and individual learning and development and uses delegation to create a sense of ownership of high level organisational issues, and encouraging individuals to stretch beyond their current capabilities Appreciates political interests, positions and policies and their impact on the Council and their management role
Managing Performance	Effectively manages the performance of teams and individuals to ensure results are achieved
Personal Impact	Is self-aware, learns continuously and adapts behaviour in response to feedback. Makes things happen, operates with resilience, flexibility and integrity
Making things happen	Empowers people to initiate change. Supports innovative ideas and new ways of working. Takes responsibility for personal organisation and achieving results
Customer Focus	Puts the customer first and provides excellent service to both internal and external customers
Team Working	Works with others to achieve results and develop good working relationships
Flexibility	Adapts to change and works effectively in a variety of situations
Learning and Development	Actively improves by developing and applying new skills and knowledge and learns from past experiences