



APPLICATION FOR EMPLOYMENT

Thank you for the interest you have shown in the vacancies within Stockton on Tees Borough Council.

Completed forms can be e-mailed to recruitment@xentrall.org.uk or posted to **Xentrall Recruitment Services, PO Box 891, Stockton on Tees, TS19 1JT**, marking the envelope in the top left hand corner with the post reference number.

In accordance with our recruitment procedures, your application will only be considered if it is received on or before the closing date as shown in the advertisement.

In the interests of economy, applications received via the post are not automatically acknowledged. If you require confirmation that your application has been received please enclose a stamped addressed envelope or telephone 01642 526992.

If you have not been contacted within 4 weeks of the closing date for receipt of applications, please assume that on this occasion your application has not been successful.

ICT Platform Engineer

Vacancy ID: 011726

Salary: £34,728 - £36,922 Annually

Closing Date: 11/04/2021

Benefits & Grade

Grade L

Contract Details

Permanent

Contract Hours

37 hours per week

Interview Date

05/05/2021

Job Description

EXCELLENT ALONE - OUTSTANDING TOGETHER

Xentrall Shared Services are looking for an enthusiastic and dedicated person to join the existing ICT Platform team.

As an ICT Platform Engineer, you will be responsible for development, delivery, monitoring and support of the ICT Server environment including, but not limited to the virtual server platform and estate, backups, disaster recovery, all authentication and messaging platforms covering both on premise and Cloud solutions.

You will support on premise platforms including Cisco host servers and Nimble SAN storage, running a VMWare virtualised environment. Cloud solutions include AWS for backups and Azure for a variety of uses including SQL, virtual servers, and DR as a service.

Assisting in the provision of effective, efficient and customer-focussed ICT services for all Xentrall Shared Services ICT customers, you'll be working in our energised, dynamic and focused ICT Team who are passionate about ensuring that we build quality and efficiency into all our work from the earliest stage.

You will be a technical lead or assist on projects to deploy new solutions, and upgrade or replace existing platforms.

Your work will also include maintaining and managing existing systems, resolving faults and providing third line support for your areas of responsibility.

You are required to have an ICT related degree or equivalent demonstrable level of directly relevant work experience, recognised ICT qualifications and accreditations e.g. MCSE/CCNA/MBCS or equivalent level of professional experience, and ITIL Foundation.

You must have recent experience of the assessment and coordination of ICT upgrades, updates or deployments, experience in supporting the delivery of change, and a proven ability to analyse problems and adopt an innovative approach to finding more efficient solutions.

Also essential is awareness of project management techniques plus knowledge and experience of ICT Best practice frameworks and formal methods of service delivery.

An online application form and further information is available from www.stockton.gov.uk/jobs

Please ensure you refer to the Job Description and the essential and desirable criteria in the Person Specification when completing the Personal Statement on the application form, as this information is used to select candidates for interview.

If you would like an informal discussion about the post, please contact David Reese, ICT Platform Team Leader, on 01642 524854.

The application form is available in alternative formats from Xentrall Recruitment Services, tel: 01642 526992 or email recruitment@xentrall.org.uk

Stockton-on-Tees Borough Council ensures that all customers, both internal and external receive a consistently high quality level of service.

<div><div>Xentrall</div><div>Shared Services</div><div>Delivering Excellence for All</div></div>		JOB DESCRIPTION	
Directorate: Xentrall		Service Area: ICT Services	
JOB TITLE: ICT Platform Engineer			
GRADE: L			
REPORTING TO: ICT Platform Team Leader			
1.	JOB SUMMARY: Responsible for development, delivery, monitoring and support of the ICT Server environment including, but not limited to the virtual server platform and estate, backups, disaster recovery, all authentication and messaging platforms covering both on Premise and Cloud solutions.		
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS		
	1.	Responsible for all Server activities, including managing, recording and reporting of performance, capacity and availability issues, managing alerts, monitoring performance tools and logs, proactive identification of issues and trend analysis to increase the reliability and availability of systems both on premise and in the cloud.	
	2.	Responsible for proactively monitoring and optimising the backup and restore system to ensure restores are timely and effective when required.	
	3.	Responsible for the effective delivery and development of all Active Directory services and authentication requirements including those services consumed from the Microsoft Cloud.	
	4.	Responsible for effective delivery and development for the entirety of the email service including on premise and cloud-based services.	
	5.	Responsible for the delegation model for secure management of access to data and associated levels of permissions. Required to develop processes, procedures and documentation for the active management of all user account permissions, including domain administration level ICT activities.	
	6.	Assistance with 3rd line incident, change and problem resolutions for the Server Environment.	
	7.	Responsible for all ICT Platform monitoring tools and management of alerts.	
	8.	Responsible for all ICT Platform related audit, testing, certification and accreditation status requirements, designing and implementing related solutions to audit and compliance related recommendations or requirements.	
	9.	To be part of a team of ICT professionals who provide and have responsibility for the effective and efficient delivery of all ICT Platform related hardware, software and cloud services across their entire lifecycle.	

	10.	Assisting with infrastructure problem management and continuous service improvement of the platform operations and architecture (identification of problematic hardware, removal of SPOF's, increased resilience etc).
	11.	Manage external contractors and consultants ensuring that they deliver services on time and that the Partnership receives good service and value for money including contract negotiation, influence and persuasion.
	12.	To maintain a high level of technical competence and in conjunction with other teams identify new opportunities for the effective use of technology and contribute to the ongoing development of ICT technical strategies and services in line with the ICT Strategy and Vision.
	13.	To resolve complex ICT Platform problems, and develop short, medium and long-term solutions for identified Infrastructure problems.
	14.	As part of the team, help to ensure that service objectives are achieved in-line with agreed standards, project management methodologies, budgetary constraints and timescales.
	15.	Assist the wider ICT team in the efficient management of ICT security in the live environment, including domain and data access control, user account management, end point security and network security.
	16.	Develop and maintain a scheduled Disaster Recovery test programmes in line with wider Business Continuity initiatives for all ICT platform and related dependant assets.
	17.	Participation in out of hours working and call out arrangements as and when required.
	18.	Assist in the development, promotion and implementation of appropriate ICT policies, strategies, standards and procedures that reflect best practice and assist in the adherence to such.
	19.	Assist in the delivery of ICT services and service objectives through participation in the development and delivery of project, team and personal plans and associated activities.
	20.	Provide excellent customer service through effective customer engagement and service delivery, liaising with colleagues and suppliers as necessary.

3. GENERAL

Job Evaluation - This job description has been compiled to inform and evaluate the grade using the NJC Job Evaluation scheme as adopted by Stockton Council.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Workforce Culture and supporting behaviours and Code of Conduct – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

Shaping a Brighter Future – The post holder will embrace the Council's "Shaping a Brighter Future" programme.

Personal Development – As defined by the Council's Culture Statement, all employees will take responsibility for their own development.

Customer Services – The post holder is required to ensure that all customers both internal and external receive a consistently high quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures.

Health and Safety – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

Safeguarding – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

Job Description dated February 2019

PERSON SPECIFICATION

Job Title/Grade	ICT Platform Engineer	L
Directorate / Service Area	Xentrall Shared Services	ICT Services
Post Ref:	POS003009	

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	<ul style="list-style-type: none"> ▪ ICT related degree or equivalent demonstrable level of directly relevant work experience ▪ Recognised ICT qualifications and accreditations e.g. MCSE/CCNA/MBCS or equivalent level of professional experience ▪ ITIL Foundation 	<ul style="list-style-type: none"> ▪ ITIL intermediate qualification ▪ PRINCE2 Foundation 	Application / Certificates
Experience	<ul style="list-style-type: none"> ▪ Recent experience of the assessment and coordination of ICT upgrades, updates or deployments ▪ Experience in supporting the delivery of change ▪ Proven ability to analyse problems and adopt an innovative approach to finding more efficient solutions 	<ul style="list-style-type: none"> ▪ Local Government experience 	Application / Interview / References
Knowledge & Skills	<ul style="list-style-type: none"> ▪ Awareness of project management techniques ▪ Knowledge and experience of ICT Best practice frameworks and formal methods of service delivery ▪ Knowledge and understanding of current ICT trends and the future direction of ICT ▪ Knowledge and understanding of information security, business continuity and disaster recovery planning ▪ Good communication skills ▪ Competent in producing high quality project documentation and reports 	<ul style="list-style-type: none"> ▪ Knowledge of organisational and political structure of both authorities 	Application / Interview / References

	<ul style="list-style-type: none"> ▪ Analytical skills and the ability to interpret management information/reports ▪ Ability to innovate and improve the service ▪ Ability to negotiate effectively within constraints of resource ▪ Ability to work as part of a team as well as on own initiative ▪ Ability to prioritise work and meet deadlines effectively ▪ Adopt a flexible approach to working hours to meet the needs of the service ▪ Ability to innovate and improve the service 		
Specific behaviours relevant to the post	<ul style="list-style-type: none"> ▪ Self awareness ▪ Personal effectiveness ▪ Achieving improved outcomes ▪ Joined up working ▪ Innovating and delivering ▪ Communication ▪ Flexibility ▪ Making things happen ▪ Learning and developing ▪ Putting customers first 		Application / Interview
Other requirements			

Person Specification dated Feb 2019

Conditions of Service

General

Conditions of service will vary from service to service. However, there are some general points to cover.

Conditions of service generally are those contained in the appropriate National Joint Council Schemes but have been supplemented in a number of areas by locally agreed conditions. The relevant Handbooks are available for reference in all departments.

Office Hours

The normal working week is 37 hours. Council offices are generally open to the public from 8.30 a.m. to 5.00 p.m. (4.30p.m. on Friday). The majority of office staff are able to take part in the Councils flexible working hours scheme. Elsewhere, fixed hours or shift working may be operated according to the needs of a particular service.

Annual Leave

The basic annual leave entitlement is 26 days plus 8 public holidays. Employees with 5 years continuous service receive 31 days annual leave.

Sick Pay

Most employees are covered by the provisions of the nationally agreed sick pay schemes which allow periods of absence on half pay and full pay according to length of service.

Pension

You will automatically be entered into the Local Government Pension Scheme (LGPS) unless you choose to opt out. This is a contributory pension scheme and meets Government standards for automatic enrolment. If you do not opt out within three months of joining the LGPS, you will not be eligible to receive a refund of your contributions but will instead be given deferred benefits within the Scheme. If you decide to opt out of the Scheme your employment, earnings and age will be monitored in line with automatic enrolment guidelines.

Medical Examination

Before commencing your employment, you will need to complete a medical questionnaire and may be subject to a medical examination.

Probation

New entrants to Local Government will be required to complete a six month probationary period.

Equal Opportunities

The Council is working towards an environment where all employees, residents and service users receive equal treatment regardless of gender or gender reassignment, marital or civil partnership status, sexual orientation, age, disability, race, religion or belief, social origin, pregnancy and maternity.

Job Sharing

A voluntary Job Sharing Scheme is in operation. Applications to job share are welcome and there is no requirement for you to apply with a partner.

Payment of Salaries

Salaries are paid monthly on the last working day of the month. All payments are made by credit transfer direct to a nominated bank or building society.

Smoking Policy

The Council operates a No Smoking Policy.

Politically Restricted Posts

The Local Government and Housing Act 1989, as amended by the Local Democracy, Economic Development and Construction Act 2009 designate certain posts as politically restricted. If this is the case it will be detailed on the job description and means that you would be disqualified from being a member of a Local Authority, the House of Commons or of the European Parliament. Further information is available upon request.

Rehabilitation of Offenders Act 1974

Having a criminal record will not necessarily bar you from working for the Council. This will depend on the nature of the post and the circumstances and background of your offence(s). To assist the Council in determining the suitability of your employment, certain posts are subject to a DBS check. If this is the case an appropriate statement will appear in the recruitment advertisement.