

# Job Description & Person Specification

Job Title:	Operations Engineer	Job Reference:	TBC
Service:	IMT		
Location:	Beech Hurst, Andover, Winchester City Offices and other remote locations	Grade:	8
Reports to:	IT Operations Manager		
Date:	August 2018		
<b>Our Values: We expect all of our employees to live by and demonstrate the Council's five key values of:</b>			
Accountability, Ambition, Empowerment, Integrity, Inclusiveness.			
<b>Main job purpose</b>			
This is a hands on 2 <sup>nd</sup> /3 <sup>rd</sup> line support / Technical Project role to deliver high availability IT infrastructure. There is a key focus to ensure continuous service to users by meeting or exceeding the performance indicators defined by service level agreements.			
<b>Main responsibilities and duties</b>			
Follow best practice IT Service Delivery to ITIL v3 standards ensuring customer focus and engagement.			
Provide 2 <sup>nd</sup> /3 <sup>rd</sup> line technical support for infrastructure solutions including but not limited to Microsoft, Citrix, VMware, Storage, Backup, Mobile and Cloud solutions.			
Reporting to the Operations Manager on any service disruption and formulating recovery plans to return the service. Taking charge of a problem if limited management resources are available and reporting back any lessons learned and improvements that need to be implemented in future.			
Produce and understand technical documents to provide operational lifecycle support for complex systems. All documents are to be maintained in the central SharePoint repository with version control. These will include system guides, user manuals, interface diagrams and Visio architecture documents.			
Resolve calls as part of a team and identify improvements and trends to continually improve the service delivery.			

Working with users and other IT staff to ensure we meet SLA's and clearly communicate with minimal technical jargon on the resolution. Host workshops and training sessions to improve users/team knowledge.

Implement Requests for Change (RFC's) and work on specialist projects with internal teams and external contractors. Ensure that User & System Acceptance Testing (UAT) is planned in advance and completed. Accurately assess the impact on change to the end users and take all precautions to minimize disruption and calls generated into the service desk from each change.

Complete routine daily, weekly and monthly checks on core infrastructure services including security updates, backups, audits, testing. Reports on service availability will be completed and reviewed with any issues reported to senior managers. Routine and emergency security patching will be deployed to ensure all threats are reduced.

**NB** *The particular duties and responsibilities attached to posts are of necessity in many cases somewhat difficult to define in detail, and may vary from time to time without changing the general character of the duties or the level of responsibility entailed.*

### **Supervision and management**

- The role has no line management responsibility.
- Reports to the Operations Manager as part of the Service Delivery Team.

### **Resources**

This post will use a Laptop and other IT mobile devices.

### **Contacts and relationships**

- Staff will support and train both IT staff and users at all levels to improve IT knowledge.
- Day-to-day interaction with the business.
- Minimal interaction with the public.

### **Working environment**

- This is an office based role with travel to remote sites.
- Time will be split between Test Valley Borough and Winchester City Council's.
- Working as part of a team, rota between 08:00 hours up to 18:30 hours.
- There will be occasional lone working.

<b>CRITERIA</b> Everything included in this section needs to be able to be objectively measured in one of the following ways: application form, certificates, testing, interview or references.	<b>ESSENTIAL DESIRABLE</b>
<b>Educational and professional qualifications</b>	
<ul style="list-style-type: none"> <li>• GCSE English Language and Maths or equivalent.</li> <li>• Educated to degree level or have evidence of relevant IT operations experience.</li> <li>• Microsoft MCSA or similar working experience in Windows 2008(and higher) Server.</li> <li>• Citrix 6.5 or higher Certified Administrator (CCA) or similar working experience.</li> <li>• ITIL Foundation (v3)</li> </ul>	E E E D D
<b>Knowledge</b>	
<ul style="list-style-type: none"> <li>• Strong knowledge of Windows Server environment, AD, GPO and WSUS.</li> <li>• Network, Hardware, Virtualisation, Storage, LAN/WAN and System Architecture.</li> <li>• Citrix XenApp 6.5 troubleshooting and configuration.</li> <li>• Mobile / Cloud solutions.</li> <li>• Windows 7/10 Desktop deployment.</li> <li>• Anti-virus and malware protection.</li> </ul>	E E D D E E
<b>Experience</b>	
<ul style="list-style-type: none"> <li>• Proven experience in PC, Server and Network Installation, reconfiguration, fault resolution, performance evaluation and improving.</li> <li>• Proven experience in Microsoft Server 2008 &amp; Active Directory domain management and Citrix administration.</li> <li>• Proven experience in delivering project objectives and online call incidents.</li> <li>• Proven experience in using system monitoring software such as 'Whats Up Gold' and Dell 'OpenManage'.</li> </ul>	E E D D
<b>Key skills</b>	
<ul style="list-style-type: none"> <li>• Excellent written and verbal communication skills</li> <li>• The ability to work as part of a team to implement solutions and resolve incidents working to SLA's.</li> <li>• Ability to prioritise work, meet targets, follow procedures and work with minimal supervision.</li> <li>• Able to identify and implement new technologies to improve service delivery.</li> </ul>	E E E D

<b>Personal qualities and behaviours</b>	
<ul style="list-style-type: none"> <li>▪ Enthusiastic, proactive and confident.</li> <li>▪ A competent, flexible and supportive person who will be able to fit in with the team.</li> <li>▪ Flexible to work out of hours and take responsibility for their actions.</li> <li>▪ Self-motivated, work using own initiative.</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>D</p>
<b>Other Factors</b>	
<ul style="list-style-type: none"> <li>• Participation in the out of hour's standby and call out rota will be required.</li> <li>• Evening and weekend working may be required.</li> <li>• Must be able to travel to Hampshire wide locations and occasionally to further locations some of which may not be easily accessible by public transport.</li> </ul>	
<b>Corporate Responsibilities</b>	
<p>All employees are required to adhere to corporate policies, procedures and codes of conduct; full details can be found on the intranet or from your line manager. Particular aspects include:</p> <p><b>Health and Safety</b> - Every employee while at work has a duty to take reasonable care for the health and safety of himself/herself and of other persons who may be affected by his/her acts or omissions at work - Health and Safety at Work Act 1974.</p> <p>All employees are required to adhere to the Council's corporate policy, procedures associated with their duties and to undertake tasks/training in that context, as required.</p> <p><b>Safeguarding</b> - This Council is committed to safeguarding and promoting the welfare of children and young people and vulnerable adults and expects all employees and volunteers to share this commitment, and to adhere to the Council's Safeguarding Policy.</p> <p><b>Equalities</b> – This Council is committed to providing equal opportunities for all. We believe that employing people from different backgrounds with a range of perspectives and experiences helps us to deliver high quality services to all our residents. We employ people based on their abilities and potential, regardless of any protected characteristics.</p> <p><b>Social Media</b> - Employees are required to adhere to social media corporate policies and to undertake tasks/training in that context as required. Employees must not bring the Council into disrepute through their use of social media either personally or on behalf of the Council.</p> <p><b>Financial</b> – Employees are required to adhere to the Council's financial regulations and to undertake tasks/training in that context, as required.</p> <p><b>Risk Management</b> - Employees are required to adhere to the Council's risk management strategy and to undertake tasks/training in that context, as required.</p> <p><b>Data Protection and Data Security</b> - We hold and process information about our customers and as such we are legally obliged to protect that information. Data protection is important for the Council, and employees are required to understand and adhere to relevant policies and procedures.</p>	