JOB DESCRIPTION – Infrastructure Technician

DEPARTMENT: Finance, ICT

LOCATION: Boston

LINE MANAGER: Operational Infrastructure Team Leader

SALARY: £27,030.00

MAIN PURPOSE OF JOB

To assist the ICT operational infrastructure team leader with the maintenance and support of the Group's on premise and cloud-based server, network and communications infrastructure.

To provide effective Infrastructure support services using proven techniques and procedures to ensure escalated incidents are investigated and resolved, meeting required SLA's.

To help ensure that the Group's ICT systems are available, secure, reliable and recoverable.

To promote and encourage the transfer of technical knowledge to the Service Desk.

Deliver tasks related to technical setup, configuration, hardware and site installations.

CORE TASKS

A) Contribute to the overall operation of Longhurst Group. Help to deliver the corporate vision, values and key messages and promote the effective corporate working of the organisation.

B) Contribute to the operational plans for the *ICT* service ensuring that key objectives are met. Aid continuous improvement and service success.

C) Be responsible for the Group's compliance with all necessary legal requirements commensurate with this role to minimise or alleviate risk.

D) Represent the Group with internal and external stakeholders, attending meetings, training and conferences as necessary.

E) Champion the *Finance* department through continually improving processes and outcomes for staff and customers.

F) Identifies opportunities to grow and develop services considering Value for Money in all actions.

G) Contribute to being part of a high performing, highly engaged staff team, promoting a culture of excellent customer service.

KEY TASKS

1. Provide the ICT department with effective Infrastructure support services to ensure escalated incidents are investigated and resolved, meeting required SLA's.

2. Proactively monitor systems using appropriate tools to identify and resolve issues before end users are affected.

3. Assist with managing and maintaining the Group's on premise and cloud-based server, network and communications infrastructure to ensure that availability and capacity meets or exceeds the required SLA's.

4. Assist with the management of the server/communications rooms and associated contracts to ensure equipment is serviced and maintained across the Group.

5. Travel to remote sites as required investigating and resolving problems where actions cannot be performed remotely.

6. Assist the Infrastructure team to ensure that effective Business Continuity and Disaster Recovery systems and procedures are in place and tested for the Group's ICT Infrastructure.

7. Assist the Infrastructure team to ensure that the Group's ICT systems comply with best practice for security.

8. Assist the Infrastructure team to ensure documentation is created, updated and used effectively by the Service Desk and Business Improvement teams to ensure effective use of ICT Infrastructure.

9. Recognise changing priorities in the workplace and respond positively, adapting approach and methodology as appropriate.

10. Provide cover on the telephones for the Service Desk team when required.

11. Provide advice, both reactively and pro-actively, to those engaged in activities delivered on the ICT Infrastructure.

12. Promote and encourage the transfer of technical knowledge and skills to the Service Desk and Business Improvement teams.

13. The post holder must show a desire to become competent in the fields of infrastructure systems management and demonstrate this through achievement of appropriate certification in order to benefit the organisation.

14. The post holder must develop an aptitude for understanding and solving highly complex technical problems which are affecting the delivery of service to customers.

15. The post holder will adhere to all ICT policies unless specifically authorised by the Infrastructure Services Manager.

GENERAL REQUIREMENTS
1. To demonstrate and champion the core competencies/behaviours of the Group.
2. To work within all Group policies and procedures, providing a high quality service and to always have a high regard for the Equality and Diversity Policy.
3. To respect confidentiality at all times and abide by the requirements set out in the Data Protection Act 1998.
4. To observe all of the Group's Health and Safety policies, procedures and processes and take all reasonable care to promote Health and Safety for all.

The above does not constitute an exhaustive list of duties. The post holder may be required to perform any reasonable tasks commensurate with the level of responsibility at the request of their Manager. Duties may vary as and when localised procedures are updated or renewed with varying local authorities that Longhurst Group works with. Longhurst Group reserves the right to alter the content of this job description to reflect changes to the organisation or the services it provides.

Creation Date: 21st Feb 18

Review Date…19 Dec 18………………………………………

To be reviewed as part of the annual review process

PERSON SPECIFICATION – Infrastructure Technician

The 'Core Behaviours' competency framework outlines the key expectations of all Longhurst Group staff. Used together, the Person Specification and Core Behaviours will ensure new employees will exhibit the competencies required for this role.	*Essential/ Desirable*	*Application*	*Test*	*Interview*
A) Education, qualifications and training: Strategic				
i) Degree level education or equivalent through relevant training/experience	*Desirable*	✓		
ii) A+ or equivalent experience	*Essential*	✓		
iii) MS Accreditation	*Desirable*	✓		
B) Core Behaviours: Operational				
1) Understanding the organisation Aware of what's happening inside and outside the organisation and the relationship between Longhurst Group, the community and the environment. Understands impact of local actions on organisational objectives.	*Desirable*	✓		✓
2) Delivering excellent customer service Ensures the delivery of service meets customer requirements, internal and external. Offers customers more help than expected.	*Essential*	✓		
3) Communication Communicates with others using techniques appropriate to the situation and uses skills to build and maintain relationships. Thinks about how they come across to others.	*Essential*		✓	✓
4) Innovation/change Looks for new ways to improve working methods and initiatives to carry the organisation forward. Recognises the need to improve and has an awareness of the need to contribute to change	*Essential*		✓	
5) Working together Forms working relationships with others inside and outside the organisation and openly promotes and values diversity. Works well with others to achieve personal and team objectives	*Essential*			✓
6) Leadership Promotes effective performance through self-development and by motivating and supporting others.	*Essential*	✓		✓

Understands the benefits of strong leadership and respects the decision making process				

C) Job Specific Knowledge, Experience & Understanding

Experience of working in a technical 2nd/3rd line role	Essential	✓		✓
Demonstrate's sound understanding of ICT support problem solving techniques	Essential	✓		✓
Experience of working with citrix, config manager, security software, Windows operating environments, MS SQL Server and networks	Essential	✓		✓
Practical experience of working with communications and networks	Essential	✓		✓
Experience of installing client infrastructure and network	Essential	✓		✓

D) Ability & Skills

Ability to follow procedures and policy	Essential	✓		✓
Can work under pressure to deliver problem resolution	Essential	✓		✓
Self-motivated, and interested in developing technical ICT capabilities	Essential	✓		✓
Works with confidential matters with honesty and integrity	Essential	✓		✓
Able to translate technical issues in a customer environment	Essential	✓		✓

E) Equality & Diversity

Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	Essential	✓		
Champions the organisation's values	Essential	✓		
Promotes equality of opportunity for all people as employees or customers	Essential	✓		✓
Promotes an environment where everyone can thrive and reach their potential	Essential	✓		
Recognises and reflects the diversity of the communities where the organisation works	Essential	✓		

Signature: …………………………………..   Date: ……………………..