

JOB PACK

Job Description

Post Title	Infrastructure Engineer MDM
Service Area	HR, Transformation and ICT
Team	ICT
Grade	D
Reports to	Head of ICT
Date prepared	January 2020

Job Purpose

1. Infrastructure Engineer MDM specializes in troubleshooting technical issues for all areas of the MDM platform.
2. These issues could be either hardware or software related, and it's the Infrastructure Engineers MDM job to diagnose where the problem is and implement a solution for the user.
3. A Desktop Engineer typically does the technical work on their own, but they may work in small teams if employed by a large organization. They also spend a fair amount of time communicating with users.
4. Develop the strategic and technical engineering roadmaps with the Head of ICT, or technologies and services in their area of responsibility, making sure that they are future proofed and that the organization derives maximum value from investment in technologies.
5. Own the operational relationships with suppliers making sure services and products are delivered and aligned to industry best practice, regulatory and contractual requirements.

6. Work with other Infrastructure Engineers and the Head of ICT to translate the architectural designs into operations and support into a technical operating design.
7. Working as part of a multi-disciplinary team working on enterprise architecture.
8. Ensure AGILE is considered as well as technical architecture standards during development cycles for all MDM solutions.

Key Tasks

1. **Information security**

Maintains the security, confidentiality and integrity of information systems through compliance with relevant legislation and regulations. Designs, implements and operates controls and management strategies to allow this

2. **IT infrastructure**

Supports, designs and implements infrastructure technologies and solutions such as: servers, computers, storage, networking, physical infrastructure, software, commercial off the shelf (COTS) and open source packages and solutions, virtual and cloud

3. **Ownership and initiative**

Takes ownership of problems and proactively resolves technical problems, ensuring that technical solutions continue to meet business requirements. Takes full accountability for actions taken and decisions made

4. **Problem solving**

Understands and identifies problems, analysing and helping to identify the appropriate solution. Is able to classify and prioritise problems, document their causes and implement remedies

5. **Service focus**

Maintains focus on the whole life of service delivery - designs, develops, delivers and operates. Ensures that a set of IT products, suppliers and vendors come together to deliver an IT service.

6. **Technical understanding**

Has the specific knowledge which underpins an individual's ability to deliver the responsibilities and tasks of their role. This relates to the application of the required breadth and depth of technical knowledge.

7. Troubleshooting and problem resolution

Has the specific knowledge which underpins an individual's ability to deliver the responsibilities and tasks of their role. This relates to the application of the required breadth and depth of technical knowledge

8. Systems design

Creates the specification and design of systems to meet defined business needs. Has the ability to work with business and technology stakeholders to translate business problems into technical designs. Able to visualise the ideal user service, come up with design ideas and possible design approaches. Explores different approaches to solving problems

9. Testing

Plans, designs, manages, executes and reports tests, using appropriate tools and techniques, and works within regulations. Ensures risks associated with deployment are adequately understood and documented

Corporate Accountabilities

1. To promote equality of opportunity in service delivery in line with strategic commitment and corporate policies.
2. To Promote a culture that is supportive of the Council's purpose, aims and values, and to take all reasonable steps to maintain good employee relations.
3. Staff are encouraged to participate fully in promoting a safety culture to protect the safety and health of themselves, colleagues and other people affected by the Council's activities.
4. To understand and apply the council's Data Protection and Data Quality policy and procedures.
5. Any other duties commensurate with the nature of the post.
6. On call as part of the ICT Rota
7. You will be required to support the Borough Councils' corporate priorities and to ensure business continuity eg emergency response, elections, deployment to critical services.
8. Lewes District and Eastbourne Borough Councils' are committed to Safeguarding and promoting the welfare of children and adults at risk. The Corporate Safeguarding Policy and Procedures provides a framework within the Council, setting out responsibilities in relation to safeguarding and promoting the welfare of children and adults at risk.

The policy applies to all employees, councillors, volunteers and service providers that are commissioned by the council.

9. To work within the Council's Management and Core Competencies Framework(s). Central to the delivery of the role are the values and behaviours set out below. These are shared by all employees and applied to everything we do. The bullet points for each competency are examples of performance required:

Core Competencies

Sharing the Vision - Shaping the Future	<ul style="list-style-type: none"> • Understands the Council's purpose, context, goals, objectives and values, and is willing to behave consistently with them. • Knows the strategic direction of the Council and acts in support of it.
Communicating Well	<ul style="list-style-type: none"> • Contributes to and participates in an organisation where high quality information flows smoothly both internally and externally. • Works positively to gain understanding from others.
Driving Improvement Performance &Results.	<ul style="list-style-type: none"> • Takes responsibility and ownership for decisions, actions and results. • Takes actions to improve skills, knowledge and level of contribution. • Seeks and delivers high standards for self, team and Council
Self Management	<ul style="list-style-type: none"> • Self motivated and professional. • Is organised and uses time and technology efficiently. • Adopts a flexible approach to change
Delivering for our Customers	<ul style="list-style-type: none"> • Demonstrates a desire to identify and give priority to meeting and exceeding the needs of internal and external customers, generating high levels of customer satisfaction
Working Together	<ul style="list-style-type: none"> • Actively contributes to team working, sharing information, valuing the input of others. • Works co-operatively and is committed to building, productive, positive relationships. • Demonstrates commitment to achieving overall team objectives

Management Competencies

Leadership	<ul style="list-style-type: none"> • Inspires and engenders commitment in others. • Leads from the front and by example. • Presents a united corporate view.
Managing and Developing Performance.	<ul style="list-style-type: none"> • Coaches and supports individuals and teams to perform at their best, motivating and developing them to achieve high performance.

Managing Resources	<ul style="list-style-type: none"> • Ensures the Council's priorities are achieved through planned action programmes. • Makes best use of resources, ensuring value for money
Managing change	<ul style="list-style-type: none"> • Embraces, facilitates, implements and manages change to improve and develop services

This job description sets out the duties of the post at the time it was drawn up. Such details will vary from time to time without changing the general character of the duties or the level of responsibility involved.

PERSON SPECIFICATION

QUALIFICATIONS

<p>Essential</p> <ul style="list-style-type: none"> • 5 GCSEs at grade 'C' or above (or the equivalent), including English and Maths 	<p>Desirable</p>
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TRAINING

<p>Essential</p> <p>Microsoft</p>	<p>Desirable</p>
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SKILLS & ABILITIES

<p>Essential</p> <ul style="list-style-type: none"> • Previous experience in a similar role in Industry, Local or Central Government • Proven work experience as MDM Support Engineer, Desktop Support Engineer or Support Technician • Advanced knowledge of mobile phone and tablet hardware and 	<p>Desirable</p>
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<p>software systems</p> <ul style="list-style-type: none"> • Advanced knowledge of computer hardware systems, chipsets, memory modules, and peripherals. • Advance knowledge of popular operating systems, software applications, and remote connection systems. • Previous experience of working with external 3rd party support companies • Maintaining good relationships with existing MDM Suppliers • Ability to solve complex hardware and software issues. • Ability to travel and work after hours when necessary. • Excellent interpersonal skills. • Good written and verbal communication skills. 	
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KNOWLEDGE

<p>Essential</p> <ul style="list-style-type: none"> • Excellent knowledge of MDM Systems including IBM MaaS360, BES UEM, Android (to version 10), iOS (to version 13), SandBlast, Odin. • Excellent knowledge of Windows 7 and 10, Mac OSX, Windows Server products and/or Apple Operating Systems, MS Office products to Office 365, Onedrive, MS Azure • Good knowledge of GDPR and PSN Requirements 	<p>Desirable</p> <ul style="list-style-type: none"> • Data Protection and Freedom of Information Acts
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<ul style="list-style-type: none"> • Demonstrate an appreciation of ICT Service Management best practice • Good knowledge of the business of the Council and use of ICT • Broad knowledge of ICT technologies 	
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EXPERIENCE

<p>Essential</p> <ul style="list-style-type: none"> • Build, Configure and maintain Mobile Devices within the existing infrastructure in accordance with department standards • Build and install PCs, telephone systems, wireless networks and peripheral devices (such as printers, scanners,) related to desktop infrastructure, in accordance with department standards • Provides advice and guidance to colleagues regarding incident • Maintain installed PCs, networks, telephone systems and peripherals with routine maintenance • Identify, log and resolve technical problems with software applications or network systems • Identify potential changes and system improvements to present to senior team leaders for consideration and implementation • Ensure that work is carried out within agreed service levels and in accordance with department guidelines 	<p>Desirable</p>
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<ul style="list-style-type: none"> • Create, maintain, and distribute reports of progress to senior leadership • Migrating computers from Windows 7 to Windows 10. • Maintain client databases with up to date solutions and clear record of activities • Explain and document technical issues in a clear way to clients • Use call logging system to accurately record telephone requests 	
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PHYSICAL, LEGAL AND OTHER REQUIREMENTS

<p>Essential</p> <ul style="list-style-type: none"> • Willingness to work within the council's Core competency framework • An engaging, enthusiastic and positive person with a strong "can do" approach • Basic Disclosure and Barring Service check 	<p>Desirable</p>
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All staff must be prepared to have an understanding of the Equal Opportunities, Customer Care and Health and Safety policies. Managers in particular, must have a commitment to implement and abide by these policies.

TERMS AND CONDITIONS

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Lewes District and Eastbourne Borough Councils have been on a transformational journey to fully integrate services. This has involved integrating staff teams, processes and systems whilst still retaining sovereignty of the individual councils.

The employer will be Eastbourne Borough Council.

Duration

This is a Permanent contract.

Conditions of Service

The conditions of service for this post are for the National Joint Council (NJC) for Local Government Services. The post is graded Band D

Salary

The spinal column points (SCP) for the post are as follows:

SCP 15	£23361
SCP 16	£23828
SCP 17	£24305
SCP 18	£24791

Hours

The hours for this post are 37 a week. These will be worked within operational requirements. Actual starting and finishing times will be agreed with your manager. Within these boundaries the Council operates a flexitime scheme for all but Heads of Service. Details will be supplied to the successful candidate upon appointment.

Place of Work

You will be based at Southover House, Southover Road, Lewes, BN7 1AB and 1 Grove Road, Eastbourne, BN21 4TW, but you may be required to work anywhere within the Shared Services boundary.

Agile Working

The Councils have been offering flexible working for some years and is committed to extend agile working with the introduction of office based working, mobile working, flexible and home working. This role has been categorised as:

- Flexible/Office. Works predominately from Southover House and 1 Grove Road offices with cross-site and home working.

Working arrangements for mobile, flexible/mobile and flexible/office workers will vary during the induction/ probationary period and will be reviewed at six monthly intervals.

Probationary Period

All posts are subject to a six months' probationary period where your suitability for the post will be assessed. During this time your progress will be reviewed and discussed with you at regular intervals.

Casual User Car Mileage

You will be entitled to mileage as a casual user on official business. This mileage is reviewed annually.

Annual Leave

The leave year runs from 1 April to 31 March and entitlement varies with length of service. The current minimum entitlement is 25 days. This increases to 29 days in the leave year following completion of five years' service. Subject to the demands of the post, you will normally receive additional paid leave on each Public Holiday.

An employee who starts part way through the year will receive a proportion of the basic holiday entitlement. For operational reasons some Service Areas have to restrict the maximum amount of holiday taken at any one time and its timing in the year. Holiday commitments entered into before taking up an appointment will be honoured wherever possible.

Notice Period

The contract of employment applicable to this post will specify a minimum period of one calendar month to be given by either side.

Baseline Personnel Security Standard Check

In the course of your work you will have access to data classified as Restricted by the Government and will therefore be subject to a Standard Baseline Personnel Security Check. Any unspent criminal convictions must be declared.

You should note that your employment in this post remains subject to satisfactory 'disclosure' records being received from Disclosure Scotland.

Pension

We provide membership of the Local Government Pension Scheme (LGPS) to employees aged under 75 who have a contract of employment that is for at least 3 months. The LGPS is a qualifying pension scheme, which means it meets or exceeds the government's standards.

All employees are automatically entered into the Local Government Pension Scheme unless they choose to make alternative provision for pension. Scheme members contribute the percentage of salary as set out in the table below. We will also make an employer's contribution to the scheme.

The contribution bands with effect from 01 April 2019 are:

Pay Range	Contribution
Up to £14,400	5.5%
£14,401 - £22,500	5.8%
£22,501 - £36,500	6.5%
£36,501 - £46,200	6.8%
£46,201 - £64,600	8.5%
£64,601 - £91,500	9.9%
£91,501 - £107,700	10.5%
£107,701 - £161,500	11.4%
More than £161,501	12.5%

The pay ranges will be increased each year from 01 April in line with inflation.

Based on the salary for this role, the contribution will be 6.5%