

Senior Engineer

Department	Customer and Digital Services
Pay Grade	G9
Responsible to	Technology Platforms Manager

Role Purpose

To provide professional and technical expert leadership and advice on all ICT cloud, server and data network infrastructures.

To ensure the timely resolution of calls which have been escalated through the Service Desk call logging system.

To also provide technical leadership and input for the implementation of the Council's Digital and Technology Strategy, including continuous improvements, recommendation and implementation of all systems and infrastructure for the Council ensuring their compliance with legal and security standards.

Role Specific Responsibilities / Accountabilities

- To play an active role in the implementation of the Digital and Technology Strategy, particularly the deployment of and transition of data and applications to cloud infrastructure services.
- To provide expert technical advice to ensure the resolution of calls escalated through the Council's support desk system in line with agreed service level agreements.
- To be (where appropriate) the technical lead on technology related projects as directed, coordinating and agreeing timelines with external contractors, suppliers, system owners, service management and users, often concurrently.
- To be the subject matter expert and provide Senior Engineer leadership for agreed specified technologies to resolve incidents and problems in a complex environment.
- To be the main point of technical contact for 3rd party system support providers to ensure resolution of incidents and problems in a complex environment.
- To be a major contributor and practitioner of Change and Release Management to ensure a stable and safely evolving infrastructure.
- To carry out regular routine system administration tasks to ensure that all systems are always security compliant and perform effectively whilst maximising the use of resources to anticipate and avoid problems. This will include, but not limited, to the regular security and patch management of all relevant systems and software, and appropriate system and capacity monitoring.

- To produce technical and system designs and be a major contributor to the development and maintenance of Business Continuity and ICT Disaster Recovery Plans.
- Configuration and management of Microsoft Defender, Mimecast and Email deliverability (DMARC, SPF, DKIM etc).
- To support and maintain the Council's virtual server infrastructure (VMware and Azure).
- Configuration and management of SharePoint, OneDrive, Exchange, Intune/Entra and Microsoft 365 environment.
- Configuration and management of backup software.
- To facilitate knowledge sharing by creating and maintaining detailed, comprehensive documentation and diagrams.
- To research and source new technologies, providing strategic architectural and technical advice / recommendations to improve the infrastructure environment and performance.
- To work closely on project teams to assist in overall architectural design and implementation.
- To understand and be aware of the impact on the underlying network of new and existing systems and to warn of any actual or potential problems.
- To carry out such other duties that may reasonably be required.

Knowledge, Skills and Qualifications

Minimum knowledge, skills and qualifications required to perform this role, relevant experience may be a substitute.

Essential Criteria

- Proven in-depth technical experience in a 3rd line technical role
- Experience with both cloud infrastructure services and configuration and maintenance of on-premise network infrastructure/hardware
- Experience of configuring and managing SharePoint, OneDrive, Exchange, Intune/Entra and Microsoft 365 environment
- Experience of Microsoft Defender, Mimecast and Email deliverability (DMARC, SPF, DKIM etc)
- Experience of configuring and maintaining backup software, ideally Veeam
- Experience of working in Change and Release Management environment
- Complex problem solving and analytical skills
- Experience of working with Business Continuity and ICT Disaster Recovery Plans
- Ability to keep pace with changes in technology and to learn new technologies as needed
- Educated to both GCSE and A Level, or equivalent

Desirable Criteria

- Educated to degree level, or equivalent experience

- Recognised professional ICT qualification appropriate to technical specialist area, i.e. MTA, MCSA, MCSE, CCENT, CCNA, CCNP, CISM, VCP, CCA, CCP, etc.

Appendix

Generic Employee Responsibilities / Accountabilities

- Engage and participate in delivering the corporate objectives of the Council and contribute to the collective leadership, development and management of the organisation to assist in the implementation and realisation of the Council's strategic objectives and Corporate Plan through the development of business plans.
- Participate in a culture of learning, collaborative working and excellence to build a culture of high performance, which inspires and supports the delivery of the Council's Corporate Plan.
- Ensure that all duties are carried out in compliance with relevant statutory processes, corporate policies and the Council's constitution.
- Proactively seek opportunities to improve ways of working by evaluating activities to determine what adds value and where necessary, implement those changes.
- Assist with the development of team members' skills and knowledge through a culture of learning, collaborative working and excellence to build a culture of high performance which inspires and enables people and supports the delivery of the Council's Corporate Plan and strategic objectives.
- Develop good working relationships with local people, local businesses, the voluntary sector, regional authorities, government and a wide range of other partners in order to promote the interests and uphold the reputation of the Council and so building a positive image of the organisation.
- Assist in the participation, recruitment, leadership and development of team members as required.
- Support in the management of budgets and resources ensuring that they are deployed effectively with robust internal controls to deliver intended outcomes in a manner which demonstrates value for money and compliance with relevant policies and guidelines.
- Contribute in the provision of advice and guidance to cabinet / Council, Scrutiny Committees and Advisory Groups to assist in supporting the translation of political objectives and priorities into coherent initiatives that will deliver their intended outcomes for Horsham District
- Promote equality, diversity, inclusion, access to services and tackling discrimination both within and outside the Council to ensure there is a clear and consistent focus across the organisation and its partners in delivering an inclusive customer experience to all.
- Generally to comply with all Health and Safety policies and guidance ensuring the required mechanisms are used and to support the promotion of a culture of good health, safety and welfare, especially if nominated or appointed specifically to carry out simple checks at your place of work and log the activity.
- Follow the Council's safeguarding procedures and promote the welfare of children, young people and vulnerable adults across Council services.
- Assess risk management in service areas and follow reporting procedures, as appropriate, to minimise risks to people and the Council's operations.

- Follow and adhere to all Data Protection procedures and processes in accordance with relevant legislation ensuring all personal data of employees, members of the public and clients is used appropriately and retained within guidelines.
- The Returning Officer in this constituency is responsible for the election process. There is an expectation that Council employees will, as reasonably requested to do so, assist the returning officer in election processes.
- In the event of a major incident or disaster you may be required to assist in whatever capacity to provide the necessary organisation, co-ordination and supply of resources to support the local emergency services or other services within the council and relevant partner organisations.

Generic Employee Behaviours

Our behaviours framework links to our values and identifies the core knowledge, skills, behaviours and attitudes we require from our people to deliver services.

Customer Focus

- Deliver a high standard of customer services
- Develop effective customer relationships
- Improve customer service to meet local needs and aspirations

Achieving Excellence

- Strive to be excellent
- Deliver increasing efficiency / effectiveness
- Use tax payers' money wisely to deliver the highest quality services to the satisfaction of our customers

Our People

- Work collaboratively together as one team
- Invest in own performance and career and support colleagues
- Work creatively and responsibly