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# Recruitment information

## Job description and person specification

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|---------------------------|-------------------------------|
| <b>Your title</b>         | ICT Infrastructure Manager    |
| <b>DBS check</b>          | Basic                         |
| <b>Post number</b>        | FCS403                        |
| <b>Your team</b>          | Technology                    |
| <b>You would be based</b> | Civic Centre, Esher           |
| <b>Your line manager</b>  | Technology Operations Manager |

## About the role.....

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You will be an experienced IT manager responsible for leading a busy ICT Infrastructure Team. You should have excellent communication and technical problem-solving skills, supporting all Council staff and members in a complex IT environment with various systems and applications.

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## The main purpose of the role:

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Manage the ICT Infrastructure, including network, security, hardware, data, and relationship with datacentre provider.  
Ensure system security and integrity, complying with industry standards.  
Promote technology use to continuously improve the quality, efficiency, and cost-effectiveness of Council services.

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## Specific duties and responsibilities

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1. To manage the ICT Infrastructure Section in the provision of ICT to the Authority, including the supervision, administration and monitoring of IT contracts and services managed by the Division.
2. To provide data and voice network infrastructure support, problem solving and advice for all desktop, multi-functional devices, printers, mobile devices, remote access, email, telephony systems for 400 +users across all Council sites.
3. To make proposals, including option appraisals and cost estimates, for ICT infrastructure projects and the work of the ICT Infrastructure Section.
4. To seek continuous improvement in the quality and efficiency of service delivery, value for money and cost effectiveness of the services.
5. To ensure support and development of Council systems meets ITIL standards, particularly for incident management and change control.
6. Support new government initiatives and partnership working.
7. Manage the implementation of new systems and developments in line with the Council standards for project management.
8. Support service departments and wider partnerships to maximise the opportunities presented by new technology to develop local services
9. Compliance with national and local standards for security (e.g. Code of Connection (CoCo)) and information management (e.g. BS7666), payment card industry data security standard (PCI/DSS) and the Public Service Network (PSN).

10. To Find the best way to secure the IT infrastructure of the organisation to meet our Cyber Security needs.

### Managerial:

1. Provide a comprehensive implementation and support service for the Authority's information and communications systems in accordance with the specifications set out in the service level agreements.
2. As part of the ICT Management Team, assist the Head of ICT in the preparation of the annual Service Delivery Plan and the ICT Strategy.
3. Liaise as appropriate with internal customers at all levels, in order to fully understand their business needs.
4. Provide technical and financial information to the Head of ICT to assist in the negotiation of service level agreements and contracts with customers.
5. Procure goods and services required by the ICT Team from external suppliers and manage third party contracts with suppliers.
6. Manage complex technical projects, handling all the relationships with suppliers and internal staff.
7. Prepare and monitor work plans, in conjunction with service departments, ICT colleagues and third-party applications development/support providers.
8. All activities associated with staff selection, recruitment and development for ICT Infrastructure Services staff. Monitor works plans and provide advice and guidance relating to staff development ensuring appropriate training is undertaken.

### Financial:

1. Assist in the preparation of capital and revenue estimates for the ICT Team.
2. Assist in the monitoring of expenditure on each individual systems in order to maintain good budgetary control and account details for the recharging of ICT and telephony services.
3. Assist in the preparation of quotations for existing and proposed services.

### Technical:

1. Assist the Head of ICT in the maintenance of suitable codes of practice, technical methodologies, procedure, security systems and controls.
2. Undertake second and third line technical and operational support for the Authority's ICT infrastructure including server hardware platforms, networking (hardware and software), telephony systems, desktop, printing and Office software.
3. Ensure that there are adequate levels of technical and operational support for the Authority's ICT infrastructure e.g. Citrix, Windows hardware platforms, networking (hardware and software), telephone systems, desktop and MS

Office software. This work will involve extensive contact/liaison with external suppliers and service suppliers (including application support contractors).

4. Ensure that the following ICT Infrastructure management tasks are undertaken effectively and efficiently:
  - Administration of the acquisition, storage, distribution, movement and disposal of ICT and telephone systems assets;
  - Recording, testing and checking the content and distribution of release packages of software;
  - Protection against misuse, abuse, theft or damage such as contamination by viruses.
  - Analysis and reports on capacity issues and establishes courses of action to resolve performance/capacity problems.
5. Project manage all the work in the section, taking overall responsibility for all stages of software, system or infrastructure development projects and the effective use of assigned resources. Monitor and report on progress against plans adhering to problem/defect reporting procedures and change control procedures.
6. Ensure that all work on individual projects is integrated, where appropriate, into the overall ICT requirement, ensuring that interdependencies are catered for and compatibility is maintained.
7. Ensure that data and voice network traffic, and the performance and quality of the service provided by the network and its constituent hardware, software, network services and support functions are monitored and reviewed.
8. Make decisions and give information and advice, such as reporting on achievement of targets, in line with service level agreements.
9. For all requests that cannot be directly resolved, provide an effective interface between users and suppliers; ensures that priorities and escalation procedures are applied effectively and that all problems are responsibly and professionally resolved.
10. Ensure that operational documentation for relevant system software products is fit for purpose and current. Provides advice and guidance to IT developers, suppliers and service delivery staff on the correct and effective use of system software.
11. Assist the Head of ICT in the development of the Civic Centre Business Continuity and the ICT Disaster Recovery Plan for the Authority.
12. Monitor and secure networks of computers, including all software and hardware components. Help prevent and manage security breaches by performing risk and remediation assessments
13. Install and monitor firewalls
14. Ensure all staff devices are secure
15. Seek to build in security during the development stages of software systems, networks and data centres

16. Looking for vulnerabilities and risks in hardware and software
17. Ensure that the council has software in place that is constantly monitoring for attacks and intrusions

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## General

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1. To deliver day to day activities and projects in a customer focussed and proactive manner
2. Assist the Head of ICT in all matters relating to staff including:
  - Target and objective setting
  - Performance monitoring
3. Attend evening committee meetings when requested.
4. At all times carry out the above duties with due regard to the Council's data protection, disaster recovery, information security and audit requirements with respect to Information Technology; the Council's health and safety policy, equal opportunities policy and other Corporate policies.
5. To develop and sustain effective relationships with all customers and users of the ICT service to ensure the highest level of customer care.
6. To develop and sustain effective relationships with the numerous third-party suppliers of the Council. To negotiate on contracts, licences, maintenance and support issues and problems.
7. To attend project / working / steering group meetings as required providing advice and carrying out delegated functions as appropriate.

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## What's missing?

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Our job descriptions cover as much of the role as we can possibly get down in writing, but issues will arise, and we hope and expect that you will understand that and take on-board other tasks from time-to-time, in keeping with your role of course.

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## Your conduct

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We expect the highest standards of conduct from our employees and at all time you must carry out your duties with integrity and in accordance with the Code of Conduct for employees.

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## **Equal opportunities**

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We have a strong commitment to achieving equality of opportunity and expect all employees to implement and promote our policy in their own work.

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## **Health and safety**

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We are committed to a healthy and safe working environment and expect all employees to implement and promote its policy in all aspects of their work.

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## **Personal and sensitive data**

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You will have regard for the duty of care owed to personal data and sensitive personal data and any other confidential or sensitive information which you access in the course of your employment ensuring adherence to the Data Protection Act and the Council's Information Security Policy and related guidance.

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## **Talent development**

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We have a talent development programme that includes regular one-to-ones, mid-year reviews, end of year performance reviews and a strong and varied learning and development programme.

You will be expected to get involved in this talent programme to ensure you are performing at the highest level.

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## **Confidentiality**

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We are committed to maintaining privacy of all staff and customers. We expect all staff to handle all individuals' personal information in a sensitive and professional

manner. All staff are under an obligation not to gain access or attempt to gain access to information they are not authorised to have.

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## Person specification

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**Please read the details on this form carefully before you complete your Application Form. This form lists the essential requirements needed in order to do the job.**

Your written application will be considered in relation to the essential knowledge, skills, abilities, education and experience required for the job and candidates will therefore be selected for interview on this basis.

Elmbridge Borough Council is committed to providing the best possible services and ensuring they are accessible to all who need them irrespective of race, colour, ethnic or national origin, religious or political belief, Trade Union activity, age, disability, being male or female, married or unmarried, sexuality.

### **What you need to tell us on your application form:**

- You will need to tell us throughout your application form and at interview how you can contribute to providing good quality services for all.
- For each of the requirements listed overleaf, you will need to explain how your skills, abilities, knowledge, education and experience make you suitable for this post.
- These may have been gained through previous employment, voluntary/community work, spare time activities, home responsibilities, training or languages spoken.
- You should also include anything else relevant to the job which you think we should know about.

We regret that we can only consider applicants who are already eligible to work in the United Kingdom.

**ICT Infrastructure Manager**  
**Team: Technology**  
**Salary: PO50-54**

**Post no: FCS403**  
**Hours: 36**  
**Car allowance: C4**

### Qualifications and education

| No. | Key requirements   | Desirable/<br>essential | To be tested by:<br>Application1 (A)<br>Test (T)<br>Interview (I) |
|-----|--|-------------------------|---|
| 1   | <b>Qualifications and Education</b><br>Educated to GCE A Level or equivalent standard.         | D                       |   |
| 2   | Hold appropriate IT/IS qualifications e.g. ITIL (It Infrastructure Library) service management | D                       |   |
| 3   | Technical qualifications such as Microsoft, Citrix, Cisco technical qualifications             | D                       |   |

### Experience

| No. | Key requirements   | Desirable/<br>essential | To be tested by:<br>Application1 (A)<br>Test (T)<br>Interview (I) |
|-----|--|-------------------------|---|
| 4   | <b>Experience</b><br>Senior managerial experience in an IT service delivery role.  | E                       |   |
| 5   | Management of a range of IT/IS procurement and contract arrangements.  | E                       |   |
| 6   | Demonstrate significant network administration experience on a wide range of information systems technologies including UNIX, Citrix and MS Windows. | E                       |   |
| 7   | In depth knowledge of the office and desktop software products in use in the Authority (currently MS Office, Exchange, Windows, Citrix).             | E                       |   |
| 8   | In depth knowledge of networking, routing and switching as well as firewalls and firewall rules.   | E                       |   |

## Knowledge, skills and abilities

| No. | Key requirements  | Desirable/<br>essential | To be tested by:<br>Application1 (A)<br>Test (T)<br>Interview (I) |
|-----|---|-------------------------|---|
| 9   | <b>Knowledge/Skills/Abilities</b><br>Shows evidence of the ability to plan, implement and monitor large projects.                   | E                       |   |
| 10  | Full knowledge of ITIL processes, especially for incident management, change control and management of problems.                    | E                       |   |
| 11  | Communicates effectively, both orally and in writing, with internal customers, suppliers and colleagues.                            | E                       |   |
| 12  | Excellent people management and leadership skills with an ability to motivate and develop staff                                     | E                       |   |
| 13  | Must be capable of undertaking detailed analysis, setting out options and making recommendations in a highly technical environment. | E                       |   |
| 14  | Proven ability in the setting and administration of a large budget.   | D                       |   |
| 15  | Ability to develop and implement strategic policies regarding ICT.  | D                       |   |

## Special requirements

| No. | Key requirements  | Desirable/<br>essential | To be tested by:<br>Application1 (A)<br>Test (T)<br>Interview (I) |
|-----|---|-------------------------|---|
| 16  | <b>Special Requirements</b><br>Must be prepared to work unsocial hours.   | E                       |   |
| 17  | Work co-operatively as part of a team.  | E                       |   |
| 18  | Must be a self-starter demonstrating the ability to deal effectively with unexpected situations and use their own initiative. | E                       |   |
| 19  | Hold a current UK Driving Licence   | E                       |   |
| 20  | Willing to undertake a Basic DBS, required for this post'   | E                       |   |