

# Job Description and Person Specification

Role: Server Support Officer



## Job Description

<b>Job Title</b>	ICT Server Support Officer
<b>Grade</b>	7
<b>Service</b>	ICT and Digital
<b>Reports to</b>	DataCentre Services Lead
<b>Location</b>	7 <sup>th</sup> Floor Friargate
<b>Job Evaluation Code</b>	P1499D



## About Coventry City Council

**Who we are:** At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

**Our aim is simple** – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

**Our Values:** We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



# About the Service your team will provide

## Purpose of the role

Defining and managing the process for supporting the ICT Infrastructure in a way that is sensitive to and fully compatible with business operations.

Management of resources in order to deliver Infrastructure Operations support services including Unix and Windows Server Systems, Server Virtualisation Services, Storage Systems, Backup and Recovery Services, and Infrastructure Management Tools, to SLA, budget and quality targets and in accordance with appropriate standards.

The creation and maintenance of overall Infrastructure Operation support plans to support the Council's business strategy.

This includes the creation of service level agreements and the planning of all aspects of Infrastructure Operations necessary to ensure provision of services to meet such agreements.

The production of Infrastructure Operations support plans, policies, strategies, and documentation to support business requirements and strategy.

Lifecycle planning, control and management of Infrastructure Operations documentation, servers, operating system software, infrastructure applications, and firmware assets of the Council.

## Main Duties & Key Accountabilities

### Core Knowledge

1. Deliver and maintain Infrastructure Operations incident and problem management processes and check that all requests for support are dealt with according to agreed procedures.
2. Identify infrastructure enhancements to improve business performance through analysis of user issues, incidents, and problems.
3. Ensure that there is a business perspective on how Infrastructure Operations services will be delivered to the Council
4. Deliver and maintain procedures and documentation for Infrastructure Operations including skill and capability development plans.
5. Use infrastructure management software and tools to investigate issues, collect performance statistics and create reports.
6. Contribute to and maintain Infrastructure Operations support plan for systems including all the activities needed to support and maintain systems including managing the infrastructure roadmap of scheduled product upgrades, updates, technology refreshes, and major software patch, firmware, or service pack releases.
7. Manage a support budget for 3<sup>rd</sup> party maintenance services and ensure expenditure is tracked, monitored and delivered against SLA's and contracts and that the Council receives value for money from 3<sup>rd</sup> party suppliers.
8. Manage service relationships and contracts with internal partners and external vendors, suppliers, and local and national partner organisations in the delivery of Infrastructure Support initiatives.
9. Contribute to the support strategy for resource management within Infrastructure Operations, authorise the allocation of resources and maintain and develop the portfolio of skills and capabilities required to develop and enhance the support services provided.
10. Maintain Infrastructure Operations plans to support the Council's business strategy, agree service level agreements with service delivery managers, business account managers and customers and plan all aspects of Infrastructure Operations services necessary to ensure that support agreements are delivered.

11. Ensure that processes are in place for consistent classification and management of CIs, and for verification and audit of configuration records.
12. Contribute strongly to ICT knowledge management systems.
13. Manage the research and development on Infrastructure Operations techniques, tools, and processes.
14. Liaise with User Support, Application Management, Data & Voice Network, and Infrastructure Change & Management units to ensure solutions are agreed and are in line with corporate standards and procedures.
15. Ensure that management processes, tools, techniques and personnel are in place to ensure that the transition of new infrastructure into support is planned and compliant with ICT policies and methods.
16. Provide authorisation for critical Infrastructure Operations activity and a point of escalation.
17. Provide advice and guidance to Infrastructure Operations officers and analysts and to other ICT Operations and ICT Change staff on Infrastructure Operations issues and resolutions.
18. Carry out all server and associated systems related, business as usual (BAU) change management, upgrades and configuration updates as per defined processes
19. Investigate and analyse the cause of automated alerts triggered from server and associated system management tools, and take the necessary action to maintain agreed service levels
20. Maintain the regular backup of all servers and associated systems to the agreed service level and ensure that regular tests are carried out on the backed-up data to ensure that it is valid.
21. Proactively monitor the performance of backups to ensure that they are in line with the Councils agreed Disaster Recovery (DR) policy.
22. Create and maintain processes and procedures to maintain or recover servers and associated systems and services in the event of any physical, technical, or environmental disaster or major outage, providing continuity of service to the organisation
23. Liaise with the ICT Change Team to ensure that all server and associated system changes are supportable (including specifying the testing and documentation required for hand-over to operational support and participating in testing activities such as Operational Acceptance Testing)
24. Liaise with the ICT Security Operations Lead on the resolution of any security incidents or issues associated with the server estate
25. Provide out of hours service as required and agreed with ICT Management
26. Any other duties and responsibilities within the range of the salary grade.

## Key relationships

External	Internal
ICT Suppliers	

## Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

### Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

### Training

The postholder must attend any training that is identified as mandatory to their role.

## Responsible for:

Staff managed by postholder: None



## Person specification

<b>Job Evaluation Code</b>	P1499D
<b>Knowledge</b>	
In-depth understanding of relevant ICT standards.	
In-depth knowledge of current and emerging Information Systems Technologies including Windows, Unix, Virtualisation, SAN, NAS, Backup and Recovery and Infrastructure Management technologies	
In-depth knowledge of Infrastructure Operations service delivery	
In-depth knowledge of server and operating system technologies and their administration, maintenance and support.	
In-depth knowledge of the Local Authority arena	
In-depth knowledge of infrastructure management tools, technologies, and processes	
In-depth awareness of resource planning for Infrastructure Operations	
In-depth understanding of strategies and procedures across the Infrastructure operations	
In-depth knowledge of service delivery, SLA's, and contract management of 3 <sup>rd</sup> party suppliers	
<b>Skills and Abilities</b>	
Outstanding communication skills by written, oral and electronic means appropriate to the relevant audiences	
Outstanding stakeholder management skills (e.g. interpersonal / influence / negotiate)	
Able to advise on the available standards, methods, tools and applications relevant to Infrastructure Management	
Able to assess and advise on the scope of options for process improvements across Infrastructure Operations services	
Ability to build and maintain critical working relationships	
Demonstrate proactive approach to the management of Infrastructure Operations services	
Demonstrate effective people management skills	

<b>Experience</b>
Evidence of planning, management and delivery of Infrastructure Operations services.
Evidence of setting standards, strategies and procedures across the IT service lifecycle (including the development lifecycle) in Infrastructure Operations and ensure that practitioners adhere to them
Evidence of delivering high quality, major ICT solutions to a diverse workforce
Experience of working in a customer-focused ICT organisation
Experience of managing staff effectively
Evidence of realising benefits
Experience of delivering excellent service to a wide range of stakeholders (e.g. Elected Members, suppliers, customers)
<b>Qualifications</b>
Degree or substantial Technical IT experience.
<b>Special Requirements</b>
This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).

<b>Date Created</b>	May 2023	<b>Date Reviewed</b>	
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