



Coventry City Council

Job Description

Job Title:	ICT Server Support Officer	Job Number:	P1499D
Service:	ICT and Digital	Post Number:	1036980
Location:	7 th Floor Friargate	Grade:	7

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.

Job Purpose:

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 and Responsibilities:

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 3rd 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 3rd 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 Council's 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

- Any other duties and responsibilities within the range of the salary grade.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions

- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

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

Responsible for: Server Support Analysts

Responsible to: Infrastructure Operations Lead

Date Reviewed: Nov 2010

Updated: August 2021



Coventry City Council

Person Specification

Job Title:	ICT Server Support Officer	Job Number:	P1499D
Service:	ICT and Digital	Post Number:	1017296
Location:	7 th Floor Friargate	Grade:	7

Area	Description
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Knowledge:	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 3rd party suppliers
Skills and Abilities:	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
Experience:	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)

Educational:	Degree or higher
	Evidence of commitment to continued personal development

Special Requirements:	
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Date Reviewed: November 2010

Updated: August 2021