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| Service and job specific context statement |
| **Directorate:** | Central Services |
| **Service:** | Technology & Change |
| **Post title:** | Senior Server Officer |
| **Grade:** | J |
| **Responsible to:** | Technology Lead |
| **Staff managed:** | None |
| **Date of issue:** | July 2020 |
| **Job family:** | **P&T - Professional & Technical**  |

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| Job context |
| * T&C Services supports the NYCC ICT infrastructure including the telephones, network and desktop, laptop and server estates, as well as providing application development and support, project services and consultancy to our internal customer base, plus an increasing support for partner organisations. T&C Services is also responsible for the procurement of ICT equipment and services via third parties as well as the corresponding contract and service level management. T&C Services has internal service levels with the directorates and is responsible for the negotiation and monitoring of these service levels with the relevant business unit.
* T&C Services also coordinates IT related projects to support the business; these can be small work packages or full-scale implementations. The current customer base is approximately 7000 NYCC staff. This also includes support for the IT Infrastructure at Selby District Council
* This role will involve the management of systems through their complete lifecycle. Implementation, maintenance, monitoring and decommission
* The role will involve making recommendations for improvements and change.
* The role will involve ensuring Service availability of critical applications 24/7, 365 days a year.
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| Structure |
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| Job Description |

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| Job purpose | * To provide support and project services for NYCC’s server estate.
* To support and enable NYCC’s delivery of 24 hour service(s) to the public.
* To contribute to the overall efficiency of NYCC by ensuring the business systems are fully maintained and operational.
* To participate in the rota of the Out Of Hours Support Analyst role to ensure NYCC is critical systems are operational outside of core hours.
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| Operational management | * Create business readiness plan, taking into consideration ICT deployment, data migration, capability deployment (training and engagement activities), and any business activities required to integrate the new processes or jobs into the ‘Business as usual’ environment.
* Determine the readiness levels of the business users with regard to upcoming changes, uncovers readiness and implements action plans to close the gaps prior to going live.
* Defines the series and sequence of activities to implement the change prior to going live.
* Investigate operational requirements and problems.
* Contribute to improvements in new or existing systems.
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| Communications | * Monitor e-mail System for internal communication
* Completion of holiday forms \ sickness forms
* Adhere to NYCC Security Policy
* Adhere to NYCC’s Health & Safety policies
* Complete DAR on a daily basis
* Assist Service Manager with identifying and resolving areas for improvement within the team.
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| Resource management | * Control ICT assets in server and infrastructure area.
* Ensure that administration of the acquisition, storage, distribution, movement, and disposal of assets is carried out.
* Produce and analysis registers and histories of authorised assets and verify that all these assets (including secure master copies of software, documentation, data licences and agreement for supply, warranty, and maintenance) are in a known state and location and that there are no unauthorised assets such as unlicensed software.
* Responsible for own professional development and training, determined by the organisational and training strategy.
* Assist with the creation of own development plan based on outcome statements.
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| Systems and information  | * Administer CIs and related information. Apply tools, techniques, and processes for administering CIs and related information, ensuring the protection of assets and components from unauthorised change, diversion, and inappropriate use.
* Assess, analyse, develop, document, and implement changes based on RFC.
* Apply change control procedures.
* Draft and maintain policy, standards and procedures for infrastructure capacity management.
* Ensure the correct implementation of standards and procedures.
* Review systems for capacity issues.
* Review system software updates and identify those that merit action.
* Tailor system software to maximise hardware functionality.
* Install and test new versions of system software.
* Investigate and coordinate the resolution of potential and crucial service problems.
* Prepare and maintain operational documentation for system software.
* Advise on the correct use of system software.
* Investigate identified security breaches in accordance with identified procedures and recommend any required actions.
* Assist customers in defining their access rights and privileges.
* Administer logical access controls and security systems.
* Maintain security records and documentation.
* Contribute to the availability management process and its operation.
* Perform defined availability management tasks.
* Analyse service and component availability, reliability, maintainability, and serviceability.
* Ensure that services and components meet and continue to meet all of the agreed performance targets and service levels.
* Draft and maintain application support processes and check that all requests for support are dealt with according to agreed procedures.
* Use application management software and tools to investigate problems, collect performance statistics, and create reports.
* Provide technical expertise to enable the correct application of operational procedures.
* Contribute to the planning and implementation of maintenance and installation work.
* Identify operational problems and contribute to their resolution.
* Provide appropriate information to specialists, managers, and customers.
* Ensure that service delivery meets agreed service levels.
* Create and maintain a catalogue of available services.
* Identify actions required to improve levels of service delivery.
* Establish and maintain operational methods, procedures and facilities in assigned service areas,
* Conduct regular reviews.
* Monitor actions to investigate and resolve incidents and problems in systems and services.
* Assist with the implementation of agreed remedies and preventative measures.
* Ensure that requests are handled to agreed procedures.
* Ensure that documentation of the support components is available and in an appropriate form for those providing support.
* Create and maintain support documentation.
* Contribute to research goals and build on and refine appropriate outline ideas for research, i.e. evaluation, development, demonstration, and implementation.
* Use available resources to gain an up-to-date knowledge of any relevant field within ICT.
* Report on work carried out.
* Contribute to research plans and identify appropriate opportunities for future research.
* Apply and maintain specific security controls as required by corporate policy and local risk assessments to maintain confidentiality, integrity, and availability of business information systems.
* Determine when security issues should be escalated to a higher level.
* Demonstrate effective communication of security issues to T&C managers and customers.
* Investigate suspected attacks and recommend remedial action.
* Protect systems and information from unauthorised access or modification, denial of services attacks and monitor access to systems and information to ensure authorised users only gain access.
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| Strategic management  | * Provide well-informed advice, typically within a specific technical specialism, ensuring that it is properly understood and appropriately exploited, to enhance the effectiveness of significant activities.
* Maintain knowledge of specific technical specialisms and provide detailed advice regarding their application, execute specialist tasks. The specialism can be any area of information or communication technology, technique, method, product, or application area.
* Monitor supplier performance, collect performance data, and investigate problems.
* Resolve or escalate problems.
* Use appropriate methods to ensure that the agreed NYCC standards and best practise are adhered to.
* Ensure all technical changes meet NYCC quality and environmental standards.
* Distribute new and revised quality standards.
* Maintain department documentation.
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| Person Specification |
| Essential upon appointment | **Desirable on appointment** |
| Knowledge* Substantial relevant operating system experience
* Full systems understanding & capability including peripherals & network infrastructure
* Awareness of capacity planning and configuration management
* Understands the different (commercial, technological, legal etc.) aspects of the market in which we operate and/or own specialist field as appropriate.
* An appreciation of the full commercial implications of the income and expenditure elements of a job or project.
 | * Awareness of ITIL based Change Control process and methodology.
* Awareness of project management processes.
* Presentation skills
* Processes & Procedures (Best Practice)
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| Experience* Significant server operating system experience
 | * Demonstrable experience in this area
* Coaching / Mentoring
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| Occupational Skills* Demonstrable problem solving skills
* Able to work on own initiative and as a part of a team
* Problem ownership, irrespective of the resolving agency
* Customer service skills
* Communication skills
* Report writing skills
* Conducting all work in a professional manner and to expected quality levels.
* Providing clear instructions but also sufficient latitude, resources, authority and support to individuals to enable them to accomplish tasks. Also being delegated to – checking instructions and taking responsibility to ensure a job is completed well.
* The ability to identify the critical elements of a situation and understand the relationships between them.
* Ability to create and promote a process and culture of personal and career development in oneself and others. Contributing to an environment where people have the opportunity to realise their full potential.
* The ability to manage self, others and workload through periods of change.
* Ability to produce clear and effective communication (verbal or written) for people at all levels, whether inside or outside the business.
* Recognising that different groups and divisions are all part of the same team.
* Working as a team, regardless of the role, i.e. leader/member.
* Ability to take active steps to satisfy the needs of both internal and external customers and being customer-focused in all aspects of service delivery and developing these relationships over time.
* Behaving at all times in line with the strategy and reviewing actions in relation to the strategic goals of the business.
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| Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role* A software technical qualification, i.e. MCSE, CNE or Manufacturer’s accreditation
 | * ITIL Foundation
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| Other Requirements* Willing to work flexible hours to meet the customer's requirements
* The drive to succeed on a personal, team and organisational level
* Ability to travel for work purposes
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| Behaviours  | [Link](http://www.northyorks.gov.uk/article/23524/What-you-should-know-before-applying-for-a-job) |

NB – Assessment criteria for recruitment will be notified separately.
Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.