


GLPC Job Description

	Job Title	IT Support Officer
	Directorate	Finance and Resources
	Department	Shared Technology Services
	Grade	PO1 to PO2
	Reports to	EUC Team Manager
	Staffing Responsibility	Some supervision of junior staff/apprentices

Job Purpose:

1. Support and maintain the existing ICT infrastructure for Shared Technology Services, covering all four areas of client support, datacentre, data network and messaging & collaboration support, but with additional specialisation in one of the areas.
2. Work on a rota basis covering call triage, call resolution & escalation, on-site support across all shared service sites, project related work, and provide cover for colleagues in other teams as and when required.
3. Accurately and clearly document fixes to technical issues, process/procedures and update all IT-related records to ensure colleagues can perform their duties using this documentation.

Principal Accountabilities and Responsibilities:

1. Working on a rota basis perform the following duties:
 - Monitor incoming queues on the IT service desk system perform initial triage of all calls and assign to correct team
 - Take ownership of and resolve calls in line with service level agreement(s). • Identify problems, log problem records and communicate appropriately.
 - Log changes, providing adequate information and ensuring change records are kept up to date.
 - Provide on-site support across all sites supported by Shared Technology Services. • Build and/or delivery of end user equipment, collection of equipment for repair or disposal, office moves.
 - Work on complex technical projects implementing changes to Shared Technology Services infrastructure.
 - Be part of virtual teams working on specific assignments.
 - Provide cover for colleagues in other teams as and when required.
 - Provide cover and/or work on projects outside normal working hours (08:00 to 18:00) and on occasion at weekends.
2. Accurately and clearly document fixes to technical issues and update the IT knowledge base, enabling their colleagues to quickly resolve any future occurrences of similar issues using this documentation.

3. Document adequate information on call resolution to enable the further analysis of calls handled by Shared Technology Services but also to ensure the customer receives quality feedback in relation to their call.
4. Responsible for ensuring that any changes they are involved in are logged and have complete and accurate information; this may require further investigation and/or liaising with customers and colleagues to establish. Ensure changes are adequately authorised and appropriately communicated to all stakeholders.
5. Produce new or update existing documentation as appropriate for processes and procedures related to the performance of their duties and the delivery of ICT services by Shared Technology Services.
6. Ensure all IT records are kept up to date to maintain accurate asset registers for the shared service and comply with license agreements.
7. Occasionally supervise and/or mentor junior staff or apprentices, to help them develop their technical skills and perform their duties.
8. Liaise with third party suppliers to achieve resolution of faults and/or requests.
9. Provide quotations and/or enter requisitions on procurement system.
10. Understand the value of information to the council and contribute to good information governance by keeping information safe, accurate and up to date and available to those who need it, as well as advising all council staff on how to do the same.
11. Work proactively and flexibly to make a positive contribution to the delivery of the service.
12. Contribute to the continuous development, improvement, efficiency and success of the IT shared service.
13. Proactively maintain and develop their skills and knowledge to support the delivery of the IT shared service.
14. Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well being of children and vulnerable adults.
15. Carry out duties with due regard to the Council's Customer Care, Equal Opportunities, Information Governance, Data Protection, Health and Safety and Emergency Planning & Awareness (including to provide assistance where available) policies and procedures.
16. Employees should embed environmental sustainability into their work, actively contributing to Brent becoming a carbon-neutral borough in 2030.
17. Undertake any other duties commensurate with the general level of responsibility of this post.

Additional responsibilities for PO2:

1. Provide cover for the IT Support Team Leader, responsible for ensuring the effective monitoring of calls on the service desk system, assignment of work and chasing existing work near or past deadline.
2. As part of monitoring the calls on the service desk system and their processing, identify patterns that could result in service improvements to reduce demand or suggest service improvements for the more efficient processing of the calls by the department.
3. Manage small technical projects, including establishing and documenting client requirements, liaising with suppliers, managing the work of the staff assigned to the project, liaising with the client throughout the project.

DBS Status	Basic
Politically Restricted	No

Person Specification

	To be identified by: <i>Application Form(A)</i> <i>Test/assessment (T)</i> <i>Interview (I)</i>
Qualifications and Professional Membership requirements: <ul style="list-style-type: none"> Evidence of on-going professional development. 	A, I (for all)

Knowledge (please specify all essential criteria): <ul style="list-style-type: none"> Knowledge of the IT Infrastructure Library (ITIL) framework. <p>An appreciation of areas covered by the following technical teams:</p> <p>Platform Support Team:</p> <ul style="list-style-type: none"> Building & maintenance of VDI/RDSH infrastructure Virtualisation and Hyperscaler infrastructure (VMWare, Hyperv, Azure, AWS) Building and Maintenance of physical, virtual and Cloud hosted servers and services (Unix & Windows) including patching using SCCM System Centre management (SCOM/SCCM/SCVMM) Security Hardening of Servers Server Performance and capacity management, fault and availability analysis and reporting Building & maintenance of SAN/NAS infrastructure – storage and switching (Dell Compellent, EMC, Brocade, VSA) Manage and maintain a hyper-converged infrastructure for both compute and storage e.g. Nutanix, Dell VxRail Implementation of / reporting on patch management (Windows/Unix servers / 3rd party applications) High availability/Disaster Recovery Building and maintenance of backup solution, including definition of backup strategy Monitor backup solution, configure backups, restore (Commvault/Netbackup/Rubrik) Print and scanning services (Equitrac/Ricoh) Process and Task Automation management PKI infrastructure management, Rights Management Server. IIS server AD management, including AzureAD, GPO, ADFS, Azure ADConnect KMS Sysadmin and automation scripting (powershell) Cloud platform hosting, management, monitoring and reporting (Azure) Automated Software deployment <p>Messaging & Collaboration Team</p>	A, I (for all)
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- Building and management of Hybrid Exchange server environment (DAGs and Failover)
- Active Directory as it relates to messaging (user objects, shared mailboxes, distribution lists, contacts)
- Building and management of Mobile Device Management environment (MobileIron/Intune/MEM)
- Building and management of SharePoint infrastructure, including SharePoint extranet
- Enterprise Email Security (DKIM/DMARC/SPF) and Gateway filtering, anti-spam (ProofPoint, MimeCast)
- Microsoft Azure (Identity and Access Management)
- Office 365 management including Exchange Online, Teams etc
- MS Teams Client, Outlook Client and OWA
- Telephony (Avaya, Unify, Mitel, 8x8 VCC and VO, Teams) Netcall Automated Switchboard
- PowerShell scripting skills

Client Support Team:

Client support in a corporate environment (physical and virtual)

- Remote Access – Direct Access, Always-on-VPN
- Client OS image and driver package creation, update and distribution using SCCM/MDT
- Monitor, report status and resolve issues in client patching for Windows and 3rd party software.
- Device management and asset tracking (Absolute, MEM (Intune))
- End point encryption (TPM, Bitlocker)
- Monitor and repair client agents SCCM and AV (SCEP)
- VDI, RDSH - Build and maintain, inc. Brokers and profile management (FSLogix)
- Client Application packaging & distribution
- APP-v and Remote app software packaging and maintenance
- Automated Software deployment
- Management and administration of Active Directory and AD policies
- Public pc's management and maintenance (e.g. libraries)
- Powershell scripting skills

Networks Support Team:

- LAN switch configuration and management (Juniper, Cisco, HP)
- Router configuration and management (Juniper, Cisco, HP)
- Firewall configuration and management (Juniper, Cisco)
- Load balancer configuration and management (F5)
- Configuration and management of external DNS
- Management of external and internal IP addresses
- Network monitoring (Solarwinds)
- Internet connectivity/resilience
- Enterprise wireless solution management (Xirrus, Purple WiFi)
- Enterprise Web filtering (ForcePoint)
- WAF management and configuration
- N3 connectivity and security
- Azure ExpressRoute
- Microsoft Azure Firewall and Virtual Networks

Experience (please specify all essential criteria): <ul style="list-style-type: none"> • Experience of working in a technically complex IT environment. 	A, I (for all)
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Skills and abilities (please specify all essential criteria): <ul style="list-style-type: none"> • Able to diagnose and resolve practical problems. • Able to prioritise a workload and focus on necessary tasks. • Able to adapt quickly to new developments in software and hardware. • Resourceful – able to fully utilise available tools to affect an efficient resolution to a problem. • Able to communicate clearly and effectively with staff at all levels in the organisation both verbally and in writing. • Able to manage and work on projects to tight deadlines and budgets. • Able to train technical and non technical personnel. • Able to effectively liaise with 3rd party organisations to resolve technical issues. • Able to work in a team that delivers a range of high availability services. • Ability to work with a diverse range of customers with widely varying requirements and priorities. • Able to identify, produce, and follow technical and non-technical processes and procedures. 	A, I (for all)
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List desirable criteria:	
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