



Cumberland Council

Post Specification

Date	February 2024
Post Group Number	6667
Post Title	ICT Infrastructure Technician
Job Family	Regulation and Technical
Job Family Role Profile	RT9
Final Grade	Grade 9

To be read in conjunction with the job family role profile

Service Area description

Business Service – Digital Innovation & ICT

Purpose of this post

- The purpose of the Infrastructure Technician is to assist in the planning, development, deployment, testing, supporting and optimising of ICT infrastructure systems and services.
- Supporting the Infrastructure Manager and Service Lead – Infrastructure with technical advice, service planning and other related issues.
- These systems and services will encompass voice, data, server, storage and perimeter security.
- Working within the ICT team to deliver the best experience for the end-user.

Key job specific accountabilities

- Assist in the investigation and establishment of business requirements, prepare scoping documents encompassing; development options, infrastructure upgrades with technical plans, infrastructure modifications, carry out infrastructure analysis, outage planning and quotations where necessary for agreement by the business.
- Infrastructure fault diagnosis, investigate system problems and find appropriate solutions to meet business requirements
- Assist in the development of solutions using approved standards which meet system specification, meet approved timescales and budget and are approved by the business. Assist in the production of operational documentation for these systems.
- Support technical lead officers in maintaining a portfolio of infrastructure solutions. Participate in regular meetings with business specialists and communicate with third parties as necessary on problem solutions and development of upgrades.
- Contribute towards service delivery to ensure that agreed SLA's are met. Monitor and control own work to achieve set targets to required standards.
- Develop and maintain positive professional contact with third party suppliers. Assist in the continued infrastructure management and enhancement. Act as a point of contact for the customer.
- Provides timely and accurate updates to the service management system
- Provides technical product training and basic user functionality training to users as and when required which leads to overall service improvement for the end user.
- Supports the asset and change management processes through thorough record keeping and reporting (and also supports other ITIL disciplines)
- Works in a flexible manner with other teams to resolve customer issues

Please note annual targets will be discussed during the appraisal process

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Key facts and figures of the post

Budget Responsibilities	N/A
Staff Management Responsibilities	Assist Team members, colleagues and end users
Other	Responsibility for low amount of ICT Assets

Essential Criteria - Qualifications, knowledge, experience and expertise

- BTEC Level 3 NVQ3, HNC or Demonstrable relevant competence
- Knowledge of:
 - IT servers and systems including operating systems, admin tools and performance optimisation
 - local and wide area networks, voice platforms, Wi-Fi solutions and other network related technologies
- Experience of working in a relevant role or environment
- Theoretical and practical knowledge of the effective application of ICT in organisations.
- Performance of a wide range of activities involving a full working knowledge of specific administrative and/or advanced practical processes and procedures.
- Full understanding of associated processes.

Ability to travel independently to sites throughout the county

Disclosure and Barring Service – DBS Checks

- This post does not require a DBS check.

Job working circumstances

Emotional Demands	Minimal emotional demands.
Physical Demands	Periodic demand for lifting heavy and/or bulky equipment, and/or working in awkward or confined spaces and at heights.
Working Conditions	No exposure to adverse weather, occasional working with adverse temperature and/or noise, normal levels of adverse people behaviour.

Other Factors

- Some direct responsibility for ICT systems and full drivers licence