ROLE DESCRIPTION

Job Title	Infrastructure Engineer
Salary Band	33-36
Reporting to	Platform Engineering Team Leader
Directorate	Resources
Service Area and sub area	Transformation & Digital, Digital Services
Political Restriction	N/A

1. Primary Purpose of the Post

Working as part of the Infrastructure & Cloud Team to support all LCRCA critical assets and systems including but not limited to infrastructure and cloud-based services.

As part of the team, the role will work collaboratively with key stakeholders, assisting in the and delivery of service specific roadmaps supporting current and future critical service area objectives and priorities.

The role will assist with the delivery of day-to-day preventative action across all infrastructure areas and will support the IT Service Centre in dealing with 3rd line issues and major incidents.

2. Your responsibilities

- Will play an active role in the development, support and maintenance of all IT infrastructure components and systems.
- Work with the IT Governance and Compliance team to ensure best practice is followed in delivery of digital services
- Will assist with the delivery of support and pro-active monitoring and maintenance of critical infrastructure (Networks and security) and systems to identify and forecast possible issues to respond in a timely manner
- Assist in the review of 3rd party supplier performance
- Assists in the development of plans for IT infrastructure to ensure the organisation is advancing its digital first agenda and creating service excellence for end users.
- Assist in the development and testing of service area Business Continuity Plans and infrastructure & cloud Disaster Recovery Plans (DRP)
- Develops and maintains effective communication and good working relationships and engagement with other digital functions, departments, divisions, third party suppliers, partnership organisations and external bodies.
- Follow and adhere to key processes, service levels and best practices to improve infrastructure and cloud IT support across LCRCA
- Follow and adhere ITSM and ITIL best practice and support group standards
- Assist in the timely delivery of any audit recommendations as required

3. General Corporate Responsibilities
• Attends IT and service area team meetings as required. • Strict adherence to IT change management processes • Follow and adhere to the systems and processes in place, so that in the event of absence, access to all appropriate information is maintained to allow the continued safe and effective running of the IT infrastructure and cloud services. • Ensures own professional knowledge is regularly updated and keep abreast of relevant developments. • Able to demonstrate a commitment to and understanding of the importance of treating all individuals with dignity and respect appropriate to their individual needs. • Able to absorb and deal constructively with criticism and seek support as necessary. • Participate in an on call out of hours support rota if required. • Ability to maintain an effective work life balance. • Performs ad-hoc duties outside of subject matter area as requested

LIVERPOOL CITY REGION COMBINED AUTHORITY

METRO MAYOR LIVERPOOL CITY REGION

PERSON SPECIFICATION

Job Title: IT Engineer

Criteria		
Qualifications and Training	**E = Essential D = Desirable**	**Identified By**
Relevant degree / qualifications or equivalent work experience	**E**	**A**
Evidence of further and continuing professional development.	**D**	**A**
Appreciation of continuous improvement	**D**	**A**
Commitment and awareness to health and safety and environmental issues.	**D**	**A**

Experience and knowledge	**E = Essential D = Desirable**	**Identified By**
An understanding / appreciation of managing large enterprise class IT infrastructure	**E**	**A,I**
Understanding of end-to-end project delivery.	**D**	**A,I**
Experience of working within existing SLA's and KPI's in a large, complex, and diverse enterprise.	**D**	**A,I**
Knowledge of operational and procedural aspects in one or more of the following areas; IT hardware, networking including LAN/WAN, firewalls, CCTV, SCADA and peripheral equipment.	**E**	**A,I**
Knowledge of cyber security and audit procedures and requirements	**D**	**A,I**
Demonstrable commitment to partnership working with a range of external regional organisations.	**D**	**A,I**

Skills and abilities	**E = Essential D = Desirable**	**Identified By**
Able to think analytically; anticipating obstacles and thinking ahead; using analytical techniques to identify several solutions.	**D**	**A, I**
Excellent interpersonal skills and ability to communicate effectively at all levels, particularly in explaining digital or technical issues to non-technical people.	**D**	**A, I**
Ability to meet deadlines and effectively deal with competing demands.	**D**	**A, I**
Ability to form excellent working relationships with customers, colleagues, and partners.	**D**	**A, I**

Ability to persuade negotiate and influence.	**D**	**A, I**

Personal Attributes	**E = Essential D = Desirable**	**Identified By**
Must be able to demonstrate a clear understanding of core organisation values and be able to articulate in practice.	**D**	**A, I**
Conscientious, flexible, self-motivated, and resilient	**D**	**A, I**
Flexible working at peak periods	**E**	**A, I**
Ability to work independently and in a team environment.	**D**	**A, I**
Able to make quick assessments of and draw logical conclusions from situations.	**D**	**A, I**
Able to 'think on their feet' when dealing with convoluted and complex problems.	**D**	**A, I**

Core Behavioural Competencies	**E = Essential D = Desirable**	**Identified By**
Conscientious, flexible, and resilient	**D**	**A, I**
Excellent time management skills.	**D**	**A, I**
Self-motivated with the ability to work effectively with no supervision.	**D**	**A, I**
A positive "can do" attitude and a positive attitude to change.	**E**	**A, I**
Committed to providing an excellent service to the organisation.	**D**	**A, I**
Must have working knowledge of MS Office, MS Teams, and comfortable learning new systems.	**E**	**A, I**

Key to Assessment Methods:

KO – Knockout question	A - Application	P – Presentation	T - Test
FQ – Filter Question	I – Interview	E – Exercise	AC – Assessment