



**LONDON BOROUGH OF MERTON**

**Corporate Services DEPARTMENT**

**JOB DESCRIPTION**

**POST TITLE: Senior IT Engineer**

**Grade: ME14**

**DIVISION/SECTION: Infrastructure and Transactions Division / IT Service Delivery**

**Location: Merton Civic Centre or any other location as required**

**Responsible to: IT Operations Manager**

**Responsible for: Management and supervision of 6 Engineers, Deputise up to 15**

**Post number:**

**Date: September 2014**

## **1. MAIN PURPOSE**

Act as the lead support for the delivery of the corporate desktop, server, network and voice infrastructure and operational systems and services within the Council by assisting with the monitoring, maintenance and installation of systems to agreed standards of quality and customer satisfaction.

Undertakes an active part of the strategic direction of the infrastructure service, continually looking for opportunities to transform and improve the IT service provision to provide a more effective and efficient service.

Capable of working in a position of constant change and able to manage conflicting priorities and deadlines.

To undertake work at a high level across a wide range of specialist disciplines such as Local and Wide area networking, telecommunications, Windows and Unix Server and Desktops infrastructure.

Provide support and advice to other IT engineers in respect to their specific areas of technical expertise and experience.

## **2. MAIN DUTIES AND RESPONSIBILITIES**

Plans, co-ordinates and manages resources across a number of different activities in order to deliver a cost effective, efficient and customer focussed service.

Monitors performance and takes appropriate action where an individual's performance deviates significantly from the agreed standard.

Prioritises, allocates and monitors workload amongst team members, responding quickly to operational requirements and re-prioritising works where necessary.

Undertakes appraisals, regular one-to-one's and team meetings in order to ensure effective communication of policies, strategies and performance related issues.

Identify personal development needs and provide coaching to enhance the skill sets and knowledge of individual team members.

Identifies and manages resources needed for the planning, development and delivery of specified information and communications systems services. Identifies the need for additional resources where required.

Defines service levels for client services staff and monitors performance. Takes responsibility for specification, agreement and application of client services standards and for the resolution of clients' service problems.

### **Incident and Problem Management**

Maintains and updates application support processes, and checks that all requests for support are dealt with according to agreed procedures and timescales. Uses application management software and tools to investigate issues, collect performance statistics and create reports, in order to improve the levels of service and customer satisfaction.

Investigates operational requirements, problems, and opportunities, seeking effective business solutions through improvements in automated and non-automated components of new or changed processes.

Refers to domain experts for guidance on specialised areas of risk, such as architecture and environment. Co-ordinates the development of countermeasures and contingency plans.

Maintains the network support process and checks that all requests for support are dealt with according to agreed procedures. Uses network management software and tools to investigate and diagnose network problems, collect performance statistics and create reports, working with users, other staff and suppliers as appropriate.

Ensures that appropriate action is taken to proactively identify, investigate and resolve problems in systems and services.

Ensures that such problems are fully documented within the relevant reporting system(s). Coordinates the implementation of agreed remedies and preventative measures. Analyses patterns and trends to identify any specific trends or longer term issues.

### **Mentoring / Coaching**

Provides advice, assistance and leadership associated with the planning, design and improvement of service and component availability, including the investigation of all breaches of availability targets and service non-availability, with the instigation of remedial activities.

Supervise specialist external technical consultancy ensuring the works is specified and the consultant delivers and documents the requirements.

### **Disaster and Business Continuity**

Undertakes critical reviews of disaster recovery together with supporting processes and manages the operational testing of such plans in a structured and methodical manner outside of normal working hours.

Carries out risk assessment within a defined functional or technical area of business. Uses consistent processes for identifying potential risk events, quantifying and documenting the probability of occurrence and the impact on the business.

Drafts and develops standards, procedures & guidelines for implementing data protection and disaster recovery functionality for all business applications and business data using different online and offline storage devices.

Provides input to the service continuity planning process and implements resulting plans.

This post forms part of the out of hours / standby arrangements for the division and therefore may be subject to a requirement to work on a standby rota should the need arise in the future.

This post forms part of the essential maintenance shutdown team, and if required must be available to attend these weekends.

### **Creativity and Innovation**

Undertakes work which requires creativity and innovative input in a number of activities across a large range of technical specialism.

### **Clienting and Service Requests**

Undertakes analysis of stakeholder objectives, and the underlying issues arising from investigations into business requirements and problems, and identifies options and opportunities for improvement.

Identifies potential benefits, and available options for consideration. Works closely with clients/users in defining suitable and robust acceptance tests.

Provides advice on technical aspects of system development and integration (including requests for changes, deviations from specifications, etc.) and ensures that relevant technical strategies, policies, standards and practices are applied correctly.

Ensures that system software is tailored to facilitate the achievement of service objectives.

### **Capacity Management**

Monitors service component capacity and initiates actions to resolve any shortfalls according to agreed procedures. Applies techniques to modify demand for a particular resource or service.

### **Change Management**

Assesses, analyses, develops, documents and implements changes based on requests for change.

Administers configuration items (CIs) and related information. Applies tools, techniques and processes for administering CIs and related information, ensuring protection of assets and components from unauthorised change, diversion and inappropriate use.

Implements agreed network changes and maintenance routines. Identifies operational problems and ensures their resolution, checking that they are managed in accordance with agreed standards and procedures. Provides reports and proposals for improvement to specialists, users and managers.

Within a business change programme, assists in the preparation of technical plans and cooperates with business assurance and project staff to ensure that appropriate technical resources are made available.

### **Compliance Management**

Reviews information systems for compliance with legislation and specifies any required changes.

Responsible for ensuring compliance with organisational policies and procedures and overall information management strategy.

Drafts and maintains policies and standards for the corporate data management practice and align storage investments and data management policies to meet the business goals based on the information value, classification of data the Recovery Point Objective and Recovery Time Objective.

### **Strategic and Technical Expertise**

Takes responsibility for major aspects of network specification and design within the organisation.

Produces network design policies, philosophies and criteria covering connectivity, capacity, interfacing, security, resilience, recovery, access and remote access. (Network design).

Produces detailed component specifications and translates these into detailed designs for implementation using selected products.

Develops strategies for managing storage and data based on level of criticality of information, managing compliance with regulatory and security requirements.

Evaluates new system software, reviews system software updates and identifies those that merit action.

Ensures that operational documentation for system software is fit for purpose and current. Advises on the correct and effective use of system software.

Maintains an in-depth knowledge of specific technical specialisms, and provides expert advice regarding their application.

### **Project Management**

Defines, documents and carries out medium to large projects, identifies, assesses and manages risks to the success of the project.

Prepares realistic plans (including quality, risk and communications plans) and tracks activities against the project schedule, providing regular and accurate reports to stakeholders as appropriate.

Gathers information from the customer to understand their needs (demand management) and detailed requirements.

Ensures that own projects are formally closed and, where appropriate, subsequently reviewed, and that lessons learned are recorded.

Engages with project management to confirm that products developed meet the acceptance criteria and are to the required standard. Feeds into change management processes.

Develops and maintains one or more defined communication channels and/or stakeholder groups, acting as a single point of contact.

Captures and disseminates technical and business information.

### **Data Quality**

Champion data quality in the team, proactively appraising data produced by the team members for robustness, ensuring that data quality issues are addressed, and corporate reporting requirements are met, as set out in the Council's Data Quality Strategy

### **General**

Works in accordance with Merton's Equal Opportunities, Health & Safety, Data Protection and other relevant policies and legislation.

Acts as a role model for the fair and respectful treatment of others, actively challenging discrimination and disrespect where necessary.

Deputise for the IT Operations Manager as necessary.

Any other duties commensurate with the grade of the post, as may be required from time to time

September 2014



**LONDON BOROUGH OF MERTON**

**Corporate Services DEPARTMENT**

**PERSON SPECIFICATION**

**POST TITLE: Senior IT Engineer**

**Grade: ME14**

**Knowledge Experience and Skills**

- Highly experienced in the design / implementation and support of a converged network for data, voice (Pabx, VOIP and SIP), server (Windows and Unix) and desktop infrastructure (Citrix and PC / laptops).
- Has proven knowledge of all aspects of the IT Services environment and related activities.
- Experience in management of a specialist IT team
- Experience in leading a team in the resolution of an issue
- Can demonstrate an ability to meet targets and a high level of customer support and satisfaction.
- Has practical knowledge of configuration management of systems, including the monitoring of strengths and weaknesses.
- Provides training, advice and guidance to less experienced staff.
- Experience in deputising for Line manager
- Is able to obtain information from business people in face to face situations, and to analyse information on users' occupational tasks obtained by a variety of formal and informal means.
- Is effective and persuasive in both written and verbal communication at all levels and is able to ensure that advice regarding the technical specialism is acted upon.
- Excellent organiser of time and tasks.
- Has good listening, verbal, written and presentation skills.
- Has contributed to the development of a strategy in own area of specialism.
- Can demonstrate experience and knowledge of methods and techniques for assessing and managing risk, and implementing contingency arrangements to counter serious disruption of services.

- Proficient in project quality and risk management, coordination and planning.
- Has proven project and people management skills with knowledge of own organisation's policy framework and management structures.
- Demonstrates the special leadership skills needed to handle innovation and change resulting from the implementation of new information and communications technology solutions.
- Is expert in the methods and techniques for eliciting the context of use, user needs, analysing context of use and generating user requirements
- Has the personal presence and track record to communicate effectively.

### **Understanding and Aptitude**

- Ability to switch quickly between different levels of thinking to see bigger picture.
- Can evaluate new ideas and opportunities objectively.
- Appreciates the importance of commercial constraints.
- Has broad practical understanding of the activities of the employer or client and appreciates the importance of the client service task within the business.
- Possesses a broad understanding of business and business skills, and understands the significance of commercial constraints
- Knows own organisation's policy framework, management structures and reporting procedures.
- Has a systematic, disciplined analytical and creative approach to problem solving.
- Pays attention to detail and has good interpersonal skills.
- Has substantial experience of dealing with users, specialists and service providers
- Familiar with employer's customer facing organisation and understand the products and services offered.
- Demonstrates good working knowledge of own organisation's policy framework, management structures and reporting procedures for the configuration management environment and evidence of practical involvement in all stages of the information systems life cycle, from feasibility through to support.
- Has sound commercial, organisational, time management, negotiation and staff management skills
- Ability to research new products and analyse the benefits to the Council
- Proficient in methods and techniques for negotiating and managing contracts for the supply of IT products and services.
- Understands standard contracting procedures within own organisation.

### **Training and Qualifications**

- Degree or equivalent in IT
- ITIL Foundation



- Has attained CCNA and/or MSCA equivalent qualification
- Project management qualification