

Finance and Corporate Services – ICT Services

Person Specification

ICT Infrastructure Operations Officer

Post number: TBC	Post grade: LS11	
ATTRIBUTES	ESSENTIAL	DESIRABLE
EXPERIENCE	<p>A minimum of 3 years' experience working in an Infrastructure/Wintel environment</p> <p>Troubleshooting and diagnosing server hardware and software, as well as connectivity issues</p> <p>Experience in the installation of Servers, enterprise software, and network hardware</p> <p>Experience of working with KPIs to monitor performance levels</p> <p>Experience managing projects to implement IT infrastructure</p> <p>Customer care and telephone skills</p>	<p>Experience working in a data centre environment</p> <p>Experience with VMware /Hyper-V Platforms</p> <p>Experience with Cloud platforms such as SAAS</p> <p>Experience in designing, implementing, and configuring digital services</p>
QUALIFICATIONS	None	<p>Microsoft MCP/MCSA/MCSE and CISCO qualification, or equivalent</p> <p>Prince2 Foundation</p> <p>ITL Foundation</p> <p>A Level or equivalent in Networking or similar</p>
SPECIALIST KNOWLEDGE / SKILLS	Able to troubleshoot Microsoft Windows 2019 & 2022 server / Windows 11 and Microsoft 365	Able to troubleshoot telephony infrastructures on-premise or Cloud platforms

	<p>Knowledge of SAAS cloud platforms</p> <p>Knowledge of virtual technologies and Storage infrastructure</p> <p>Knowledge, Installation and configuration of enterprise software</p> <p>Knowledge of Cyber Security threats and current mitigations</p>	<p>Knowledge of Microsoft Software Configuration Centre Manager</p> <p>Knowledge of Unix systems and administration</p> <p>Knowledge of disaster recovery procedures and support of backup infrastructure technologies</p>
PERSONAL CHARACTERISTICS	<p>Flexible and hard working to react to project deadlines and support requirements</p> <p>Ability to work as part of a team or on own initiative</p> <p>A professional approach, with excellent communication skills</p> <p>Customer focussed</p> <p>A 'can do' attitude</p> <p>Ability to solve problems</p> <p>Ability to self-learn in the development of new technical skills</p> <p>Excellent research skills</p> <p>Logical thought process</p> <p>Ability to demonstrate a high level of organisational skills</p>	<p>Have personal interest in new IT technologies outside of work</p>
PHYSICAL REQUIREMENTS	<p>This role requires the lifting of reasonably heavy boxes and/or equipment, and the use of step ladders.</p>	

PREPARED BY: Matt Doar

DESIGNATION: ICT Operations Manager

DATE: 28/11/2025