

Finance and Corporate Services – ICT Services	
Job Description	
ICT Infrastructure Operations Officer	
Grade LS11	Post Number: TBC
Responsible to:	ICT Operations Manager
Responsible for:	
Job Objective:	<ul style="list-style-type: none"> <li>To develop and implement appropriate Infrastructure technical solutions to business problems.</li> </ul>
Main duties and responsibilities:	<p><b>ICT Digital and Infrastructure Support</b></p> <ul style="list-style-type: none"> <li>Understand, maintain, and support the Council's Infrastructure technologies.</li> <li>Diagnose fault detection and identification to resolve problems by applying a methodical approach to problem-solving.</li> <li>Be responsible for and provide support to the ICT Operations team for the management of infrastructure that directly affects ICT Endpoint devices such as Intune, Parallels, Group Policies, VPN, Azure Endpoint Manager, Mobile device security etc.</li> <li>Work with third parties for the implementation of digital services and infrastructure technologies.</li> <li>Be responsible for the execution of the Council's Disaster Recovery procedures</li> <li>Provide support to the ICT Operation Team by covering walk-up desk to assist with planned and unplanned leave, or when asked by the ICT Operations Manager</li> <li>Proficient in troubleshooting and installing networking equipment, including switches and access points, leveraging cloud-based platforms for configuration and management.</li> </ul>

**Administration**

- Ensure that all process and procedures are fully documented and kept up to date.
- Maintain relevant inventories
- Ensure software deployment packages are maintained and kept up to date through regular reviews.
- Upskill system users to support new technology

**Cyber Security Management**

- Contribute to the delivery of Cyber Security tasks, including conducting cyber security gap analysis and risk assessments.
- Contribute to scanning all Council systems for vulnerabilities and applying remediation changes to protect the Council.
- Responsible for reviewing the effectiveness of existing security controls and proposing proportionate security improvements.
- Responsible for updating all digital services and infrastructure technologies to the latest patches to ensure the Council systems remain up to date and secure.

**Project co-ordination**

- Responsibility for the completion of tasks for ongoing Programs and updating the Project management software
- To use APM methodologies in the delivery of assigned project work packages to ensure deadlines are met and delivered to high standards. This includes involvement in the creation of PIDs, Highlight Reports and Project plans.
- To keep track of all issues and risks identified before, during or after any Program implementation.

**Other Duties**

- Occasional evening meeting cover for a meeting involving Councillors
- Responsible for ensuring you following the ICT Services Key Principles and Standards.

OFFICIAL

<b>DESIGNATED CAR USER</b>	You will be required to hold a current valid driving licence, as you will be asked to support users at other Council sites or Councillor visits at their homes. You must ensure that you have business insurance for your vehicle to be used for work purposes.
<b>RESTRICTIONS</b>	This is not a politically restricted post. This post is subject to exemption with reference to the Rehabilitation of Offenders Act 1974.
<b>NOTE</b>	The above job description sets out the main responsibilities of ICT Infrastructure Operations Officer but should not be regarded as an exhaustive list of the duties that may be required. As duties and responsibilities change and develop, the job description will be reviewed and be subject to amendment in consultation with the post holder during the Personal Development Review process.
Approved by: Matthew Doar Designation: ICT Operations Manager Date: 28/11/2025	