

<b>JOB OUTLINE</b>	
<b>JOB TITLE: Principal IT Officer (Infrastructure and Security)</b>	<b>JET CODE: 6786</b>
<b>SERVICE: Council Resources</b>	
<b>DIVISION: IT Services</b>	
<b>REPORTING TO: Team Manager – IT Infrastructure &amp; Security</b>	
<b>RESPONSIBLE FOR: None</b>	
<b>JOB PURPOSE:</b>	
<p>Working within the IT Infrastructure &amp; Security team, the Jobholder delivers IT infrastructure services to a wide range of Council and Organisations. The jobholder can be assigned the more complex tasks, such as system upgrades, infrastructure design and development work and is allocated difficult problems to resolve.</p>	
<b>MAIN DUTIES:</b>	
<p>Provide support for the IT infrastructure, including voice &amp; data networks, servers, storage, computer equipment, peripherals and software in accordance with IT Division standards.</p> <p>Provide technical expertise to assist with the implementation and delivery of IT Security policies and procedures.</p> <p>Provide advice and guidance to IT users on agreed policies and practices for purchase, implementation, use and disposal of IT infrastructure related hardware and software.</p> <p>Deliver a friendly, helpful, high quality service to IT customers</p> <p>Keep up to date with developments in technology to be able to provide advice.</p> <p>Assist in the creation of IT Division policies, standards and procedures.</p> <p>Adhere to the Council's ITIL based processes and procedures and assist in developments to these as appropriate.</p> <p>Work in accordance with IT Division policies, standards and procedures</p> <p>Ensure the register of IT assets is kept up to date by reporting on hardware and software installed or removed.</p> <p>Ensure that all relevant records in the IT administration systems are kept up to date.</p> <p>Assist in the creation and maintenance of IT administration systems and procedures.</p>	

Maintain a high level of technical knowledge appropriate to the technologies used and supported by the team.

Undertake such personal training as may be deemed necessary to meet the duties and responsibilities of the job.

Participate in business and IT projects as and when required, representing IT on procurement exercises.

Represent IT on various internal and external initiatives as required.

Stand in for Team Manager as and when required.

Mentor/coach other IT staff as required.

Provide cover for any other IT role as directed by IT management.

Any other appropriate duties, as requested by Management, commensurate with the grade for the post.

## ESSENTIAL REQUIREMENTS FOR THIS ROLE

### Education:

- Relevant HNC **and/or** able to demonstrate equivalent knowledge, skills and competencies gained through relevant experience.

### Disclosure Scotland:

- This role requires **Basic Disclosure Clearance** to allow access to the Public Sector Network. ELC will submit a Police Act Disclosure application on behalf of the preferred candidate and receipt of the subsequent certificate will be **required prior to commencement**.

### Scottish Social Services Council:

- None

<b>PERSON SPECIFICATION</b>		
<b>Attributes</b>	<b>Essential</b>	<b>Desirable</b>
Education, Registration & Training	<p>Relevant HNC <b>and/or</b> able to demonstrate equivalent knowledge, skills and competencies gained through relevant experience</p> <p>This role requires <b>Basic Disclosure Clearance</b> to allow access to the Public Sector Network. ELC will submit a Police Act Disclosure application on behalf of the preferred candidate and receipt of the subsequent certificate will be <b>required prior to commencement</b>.</p>	
Previous Experience (Paid & Voluntary Work)	<p>Experience of installing, and supporting complex server and storage environments.</p> <p>Experience of installing and supporting virtual server and virtual desktop environments.</p> <p>Experience of supporting an Active Directory Forest.</p>	<p>Experience of working in an ITIL based IT environment.</p> <p>Design of Enterprise level physical and virtual server, storage and desktop solutions.</p>
Knowledge/ Skills /Competencies	<p>Strong understanding of the risks and threats to the security of the IT Infrastructure and data and appropriate responses to these.</p> <p>High level of competence in the operation and security of complex infrastructures.</p> <p>Well-developed communication skills including ability to; listen; influence &amp; negotiate; write clear and fluent reports and encourage a culture of open communication.</p> <p>Resolving conflict and overcoming difficult situations.</p> <p>Customer service skills and experience.</p> <p>A knowledge and understanding of the</p>	<p>Current and emerging threats &amp; appropriate mitigations.</p> <p>Anti virus &amp; anti malware software.</p> <p>SPN Accreditation process.</p>

	<p>political, legislative and policy requirements as they affect IT security in local governments.</p> <p>Organisational and time management skills.</p>	
<p>Personal Qualities</p>	<p>Thorough, paying close attention to detail.</p> <p>Ability to work with and clearly explain detailed legislative information.</p> <p>Use initiative.</p> <p>Ability to investigate and resolve complex problems.</p> <p>Ability to lead multi-disciplinary teams.</p> <p>Ability to develop effective relationships with customers and stakeholders, using diplomacy &amp; empathy.</p> <p>Ability to deal sensitively with information and maintain confidentiality.</p> <p>Ability to keep skill set up to date and keep abreast of emerging technologies.</p> <p>Commitment to improving services.</p>	