

Job opportunities

Position details

Position:	Infrastructure Engineer Fixed Term Contract (24 months)
Hours:	37
Salary:	£37,336 - £40,221
Location:	Exeter, Honiton, Newton Abbot
Vacancy type:	Fixed Term
Closing date:	Sunday, 26th May 2024

Job pack and application

Please visit the [Strata website](#) for a job pack and application form.

If you experience any difficulties applying for these roles please contact the HR team.

Strata Human Resources
East Devon District Council
Blackdown House
Border Road
Heathpark Industrial Estate
Honiton
EX14 1EJ

Phone: 01395 517553

Email: hr@eastdevon.gov.uk



Infrastructure Engineer - Fixed Term Role (24 Months)

Exeter/Honiton/Newton Abbot

Grade 6

At Strata we are passionate about our people and about our technology as well as our digital transformation. We pride ourselves on our integrity towards our colleagues and clients as well as providing service excellence at all times. We are collaborative in the way in which we work, our fast-paced environment provides many opportunities for exposure to new technologies and methodologies.

As a local Government owned business, our people are at the heart of what we do our objective being to provide an inclusive environment where everyone can contribute to the progression of our organisation.

An exciting opportunity has arisen for an **Infrastructure Engineer** to join our team on a Fixed Term Contract for 24 months. The primary focus of the role will be to support the migration of fixed telephone and broadband connectivity from copper based analogue solutions to digital technologies in response to BT/Openreach's analogue switch off.

In this role you will be a confident and professional communicator who is able to interact with our clients and key stakeholders, with a broad understanding of IT systems, architectures as well as infrastructures, in addition you will have experience in leading projects ensuring that you are able to motivate the team around you to deliver key outcomes.

The Role

- To ensure high levels of customer service to our main clients; Exeter City Council, East Devon District Council and Teignbridge District Council.
- Working alongside our Infrastructure Manager and our team of Engineers you will be responsible for addressing and resolving a wide range of hardware, software and network related issues faced by our stakeholders (clients and staff).
- You will support the migration of our analogue network connections and telephony alternatives which is a major project for Strata.

You're Experience

You will demonstrate proven experience within:

- Digital communication and network technologies, which are essential to this role.
- Modern technologies that can be integrated to deliver a world- class IT Infrastructure.
- Understanding of modern architecture design based on ITIL principles.
- Public and/ private sectors.
- Project Management.
- IT Governance processes.

The Essentials

You will have a proven track record in:

- Competent communicator able to build collaborative relationships with clients, suppliers and colleagues.
- Excellent written, oral and interpersonal skills.
- Taking ownership and accountability for work undertaken.

What's in it for you?

We offer a competitive package which includes:

- Salary – from £ 37,336.00 to £40,221.00.
- Significant employer contribution to the Local Government Pension Scheme.
- 37 hour working week – Flexible working.
- 28 days holiday.

If you feel you have the blend of skills that we require and would like to apply for this role, please send your CV with a covering letter to hr@eastdevon.gov.uk

JOB DESCRIPTION

POST TITLE:	Infrastructure Engineer (2 years fixed term)
REPORTS TO:	Infrastructure Manager
RESPONSIBLE FOR:	No direct reports; assists manager with infrastructure work co-ordination; manages external contractors
GRADE & SALARY	Grade 6

OVERALL PURPOSE OF ROLE:

Using in-depth knowledge of the latest developments in IT, provide support to the development and maintenance of ICT infrastructure including servers, storage, VDI delivery, data and voice networks and communications, and mobile and desktop computing. You will be responsible for addressing and resolving a wide range of hardware, software and network related issues faced by our stakeholders (clients and staff), ensuring a high level of customer service at all times.

In particular, the role will directly support a project to migrate analogue network connections and telephony to digital alternatives in preparation for Openreach's planned retirement of the analogue network by the end of 2025. An in-depth knowledge of digital communication and network technologies is essential.

CORE RESPONSIBILITIES

1. Manage, configure and tune Strata's IT infrastructure to meet and maintain performance requirements by optimising performance, procedures and activities to improve computer systems services and security.
2. Specify and implement agreed contracts for equipment, products and services required to deliver a cost effective, resilient, and secure IT infrastructure, ensuring best value and following established financial regulations.
3. Manage and deliver projects to time, quality and budget by ensuring they are planned, have appropriate governance in place, have finances agreed, and are resourced.
4. Monitor and regularly report as agreed on the performance, capacity and health of the IT infrastructure, ensuring actions plans are developed to maintain or improve service, and react properly to alerts and warnings to proactively manage the assets and minimise any downtime.
5. Support the CAB process for managing changes to the live production ICT environment.
6. Be part of or lead multi-disciplinary teams needed to identify and make improvements to Strata's service delivery and performance.
7. Follow a comprehensive set of operating processes to manage the IT infrastructure.
8. Maintain an up to date knowledge and understanding of the wide range of infrastructure technologies, products, legislation and best practice available and provide sound advice and recommendation on change to Strata leaders.
9. Be an acknowledged technical leader in your specialist areas of responsibility, developing and maintaining your technical skills, knowledge and competence to the desired level, and provide coaching and training to colleagues, when required.
10. Supervise external contractors where appropriate, ensuring that they understand their role, tasks, timescales and the quality of work required.
11. Provide regular input to the Service Improvement Plan.



- 12. Contribute to Business as Usual (BAU) and manage support calls in accordance with Call Management procedures and service level agreements.
- 13. Any other duties commensurate with grade and role.

OUR VALUES form the behaviours that we expect from all of our team, these help us to assess your performance in the role.

VALUE	DESCRIPTION	ESSENTIAL (E) DESIRABLE (D)
SELF DEVELOPMENT	Wanting to improve ourselves, and looking for different ways to learn	E
TEAM	Actively participates as a member of a team, pro-actively contributing to the completion of objectives.	E
RESULTS	Demonstrates drive and passion to achieve objectives	E
ACCOUNTABILITY	Demonstrates ability to focus on completion tasks and can ensure tasks are completed within deadlines.	E
TRUST	Able to build lasting relationships which demonstrate reliability, integrity and consistency	E
ADAPTABILITY	Having flexibility in handling change as well as adapting to new situations with fresh ideas or innovative approaches.	E

SIGNATORY

PRINT NAME

DATE

Job holder -----

Line Manager-----

This job description is not an exhaustive list and will be updated annually to reflect job requirements in accordance with our performance management process. From time to time the post holder may be asked to perform additional tasks which are not detailed within the core responsibilities for this role

PERSON SPECIFICATION we use this criteria not only to assess your skills coming into

the role but to ensure that we evaluate the requirements fairly.

Criteria	Requirements	E/D	Method of Assessment
Education Training	<ul style="list-style-type: none"> • Minimum of 4 GCSES grade C and above (including IT) • Technical degree, or equivalent • ITIL • Certified in a professional supplier area, e.g. Microsoft, Networking, Storage, Virtualization etc. 	<p>E</p> <p>D</p> <p>D</p> <p>D</p>	Application (supported by evidence of certificates)
Knowledge	<ul style="list-style-type: none"> • Good understanding of how modern technologies can be integrated to deliver a world-class IT infrastructure. • An in-depth knowledge of digital communication and network technologies. • Detailed knowledge of WAN and LAN topology; server, storage and application virtualization; software control and deployment; voice and mobile technologies and their management tools, processes and costs. • Modern IT architecture design based on ITIL principles. • Good knowledge of local government business and processes. • Detailed technical knowledge and their cost effectiveness in several of the areas identified: VMWare vSphere and Horizon VDI, Microsoft AD, Azure, M365, Microsoft Endpoint Manager, Networking (LAN, WAN incl VPNs and Wifi), firewalls, Sharepoint, Exchange, DNS, DHCP, SfB/Teams telephony, SAN technologies, Veeam, SQL server management tools 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>E</p>	Application/Interview
Skills and Abilities	<ul style="list-style-type: none"> • Excellent trouble shooting and problem solving skills under pressure. • Can develop and plan complex integrated programmes of work. • Sound project management ability for complex ICT projects. • Able to build productive and collaborative relationships with key customers and colleagues. • Able to analyse problems to root cause and develop improvement strategies and actions. • Competent communicator able to convey complex technical concepts 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	Application/Interview



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	to non-technical individuals and groups.		
Successful experience in	<ul style="list-style-type: none">• Building and managing a modern cost effective IT infrastructure• Liaising with a wide variety of stakeholders to ensure IT architecture meets needs of business at all times.• Developing business cases for technology implementations• Managing and being part of complex IT projects.• Selecting suitable suppliers and products and managing contracts.	E E E E E	Application/Interview
Other	<ul style="list-style-type: none">• A valid driving licence and own car with business insurance (reasonable adjustments may be possible according to the Equality Act).• Willingness to undertake Out of Hours duties as part of a scheduled rota (for which an additional allowance will be paid)	E E	Application



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RISK ASSESSMENT PROFILE

[RAP forms part of the Job Description please ensure a copy is always attached]

This role has been assessed for risk and the following table highlights the demands of the role and the level of risk that may be prevalent in the job when carrying out normal day to day activities. The following key has been used to provide a guide.

Level 1	Seldom or never	Level 4	Regular (2-3 times per week)
Level 2	Occasionally (once a month)	Level 5	Daily
Level 3	Fairly regularly (1 per week)		

Potential risks and hazards	Level of Frequency
Computer user	5
Car driving	3
HGV, LGV driving	1
Prolonged sitting, standing	5
Exertion (other than lifting)	1
Lifting	2
Manual handling – repetitive movements, bending twisting	1
Working with the public	2
Face to face contact with abusive customers	2
Lone working	2
Night working = 3 hrs or more between 11pm & 6am	1
Shift working	3
Use of chemical and or skin irritants	1
• Head phone use/ auditory performance / noise	1
❖ Hand arm vibration / noise	1
❖ Use of machinery / noise / vibration	1
Outside working / inclement weather	1
Exposure to the sun through outside working	1
Working at heights (above 2 metres)	1
Working in confined spaces	1
Risk of exposure to bodily fluids	1
Risk of contact with infectious diseases	1
Risk of exposure to asbestos	1
Other - please specify	

- Any post identified in levels 2-5 will require a hearing test if decibel levels are above 80 [If unsure please check with Health & Safety Officer]
- ❖ Any post identified in levels 2-5 will require a hand arm vibration screening test