

JOB OUTLINE	
JOB TITLE: Lead IT Analyst – Infrastructure	JET CODE: 7297
SERVICE: IT	
DIVISION: Council Resources	
REPORTING TO: IT Team Manager – Infrastructure & Security	
RESPONSIBLE FOR: None	
JOB PURPOSE: To work as a senior member of the IT Infrastructure & Security team with a primary focus on the development and management of the Councils voice and data networks to ensure they are capable of delivering Council Wide digital transformation. The key areas of responsibility are: • Design, development and management of the Council's Wide Area network. • Design, development and management of the Council's Local Area Networks. • Design, development and management of the Council's Wireless Networks. • Design, development and management of the Council's voice networks. • Supplier and contract management • Providing Level 3 IT support. • Provide professional advice and guidance to enable Council wide digital transformation. The post holder will be a proactive and forward-thinking individual with experience of developing, procuring and implementing IT infrastructure.	
MAIN DUTIES: Under the Direction of the IT Team Manager – Infrastructure & Security • Planning, management and continuous development of the Councils voice and data infrastructure. • Development of policies and procedures relating to the implementation and support of the voice and data infrastructure. • Work with the Team Manager - Infrastructure & Security and the IT Specialist - Information Security to ensure that the Council meets its statutory Information Security obligations relating to our servers, storage and cloud estate	

- Ensure continual safe working practices, security, maintenance and management of all associated Data Centres, hub rooms and points of access to the IT Infrastructure
- Provide input to the development and implementation of a robust and secure IT infrastructure in line with industry best practice, to ensure the Council can safely adopt and deploy digital technologies.
- Run procurement projects for voice and data infrastructure and related products and services. Assisting service departments to analyse and document their IT requirements, prepare IT requirements specifications, evaluate tender responses and manage contract award and system implementation.
- Responsible for providing Level 3 support.
- Provide support, assistance and guidance to staff providing level 0,1,2 & 3 support as required.
- Represent IT on Project Teams
- Lead and participate in internal IT projects as required.
- Lead and participate in multi-discipline working groups within IT.
- Assist IT Managers and IT Specialists in the creation of IT policies and procedures.
- Deputise for the IT Specialist – IT Security and Team Manager as required
- Develop and maintain good working relationships with all colleagues and customers.
- Mentor and guide IT Staff as required.
- Represent the Council on working groups as required.
- Contribute to and identify opportunities for continuous improvements of the IT Service & Council.
- Contribute to the delivery of the Council's Digital strategy and Transformation programmes.
- Undertake such personal development and training as may be deemed necessary to meet the duties & responsibilities of the job and ensure skills are kept up to date.
- Any other appropriate duties, as requested by Management, commensurate with the grade for the post.

ESSENTIAL REQUIREMENTS FOR THIS ROLE

Education:

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

Disclosure Scotland:

- This role requires **Level 1 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

PERSON SPECIFICATION		
Attributes	Essential	Desirable
Education, Registration & Training	Relevant degree and/or able to demonstrate equivalent in depth knowledge, skills and competencies gained through relevant experience. This role requires Level 1 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.	Post graduate qualification in an appropriate subject. Prince2. Lean six sigma Agile ITIL A current driving licence and/or use of a vehicle to travel between locations.
Previous Experience (Paid & Voluntary Work)	In depth experience of managing enterprise wide voice and data IT infrastructure. In depth experience of using appropriate tools to manage a large and complex IT infrastructure. In depth experience in Project Management and / or managing or delivering change. Experience of influencing, negotiation and relationship building. Proven experience of supplier and contract management. Proven experience of implementing change. Ability to operate autonomously throughout the project lifecycle through to successful conclusion.	Experience of working in an ITIL based IT environment. Experience in assisting in the development, implementation and communicating of IT policies and procedures. Experience of system integration technologies/methods Experience of all aspects of IT infrastructure procurement projects.
Knowledge/ Skills /Competencies	Excellent understanding of design, development and management of an enterprise scale voice and data IT infrastructure.	Experience and Knowledge of: PowerShell

	Strong understanding of the risks and threats to the security of the IT Infrastructure and data and appropriate responses to these. Excellent understanding of the risks and threats business systems can pose to the security of the IT infrastructure and associated data. High level of competency in the management, operation and security of complex IT infrastructures. Experience of writing and evaluating technical specifications and documentation. Act as a team technical escalation point taking a lead in driving resolutions for IT problems and resolving more complex incidents. Excellent analytical and investigative skills. The ability to think logically. Ability to remain calm under pressure. Project management skills. Competent in the management, operation and security of business systems. Well-developed communication skills including ability to; listen; negotiate; write clear and fluent reports; and encourage a culture of open communication. Resolving conflict and overcoming difficult situations. Take ownership of complex situations and problems.	Network technologies & hardware, e.g HP, Cisco, Wireless Technologies Data cabling and fibre technologies Cloud Technologies, e.g Azure, Google Anti Virus/vulnerability management Firewalls and other security technologies Business Analysis Experience. Process mapping.
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	Proven customer service skills and experience. A knowledge and understanding of the political, legislative and policy requirements as they affect IT in local government. Proven effective time management skills with ability to analyse workload, assign priorities and maintain focus to achieve successful outcomes. Extensive experience providing technical support to the business of Microsoft and 3rd Party industry specific platforms.	
Personal Qualities	Self-starter able to work on own initiative and take responsibility for workload and decisions. Enthusiastic, proactive with a can do attitude. Effective listening and communication skills. Methodical and logical thinker able to establish what the problem is and identify solutions. Ability to focus on the immediate priorities whilst not losing sight of the strategic objectives. Thorough, paying close attention to detail. Ability to anticipate the impact of change and analyse the associated risks. Ability to clearly communicate technical information to non-technical audience Ability to work with and clearly explain detailed legislative information.	

	Ability to lead multi-disciplinary teams. Ability to develop effective relationships with customers and stakeholders, using diplomacy & empathy. Ability to deal sensitively with information and maintain confidentiality. Commitment to improving services. Effective presentation skills. Commitment to keeping skill set up to date and keeping abreast of emerging industry trends. Resilient.	
Council Behaviours	We are Person Centred We Initiate and Embrace Change We Strive to be the Best we can be We make things Happen We work Together	