



| | |
|---|---------------------------------------|
| Directorate: | Information Technology Services (ITS) |
| Capability : | Application, Support & Infrastructure |
| DDAT Profession: | Y |
| DDAT taxonomy family: | Infrastructure Engineering |
| DDAT Role level: | Infrastructure Engineer |
| DDAT Market Force Led (MFL) Pay framework: | No |
| Job Title: | Technical Infrastructure Engineer |
| Grade: | HEO |
| People Management Accountabilities (Y/N) | Y |

Job Purpose/Role Description

The role holder will manage IT systems on and off premise. They will also support software and infrastructure development projects.

The role holder will be expected to contribute significantly to their community.

Main Responsibilities: (Work Activities)

| | |
|---|---|
| 1 | Works within a team as a skilled engineer with a wide range of systems or in-depth product knowledge with minimal supervision helping to define and implement technical best practice. Ensures effective planning and implementation of creative and innovative service changes |
| 2 | Works within a technical framework of the Project to meet customer requirements |
| 3 | Manages systems within OLA/SLA, proposing, defining improvements and implementing changes to meet service level requirements. Monitors performance through statistical reporting and analysis |
| 4 | Contributes to the definition of operational processes, (both internal and external) and dealing with customer escalated problems |
| 5 | Establishes working relationships with the customer and relevant operational units, at the appropriate technical and / or management level, to understand the requirements of the customer's business in order to deliver and enhance the service. |
| 6 | Diagnose and resolve complex problems. Engages with third parties/vendors to jointly resolve issues where necessary. Proactively analyses information and trends, proposing action to resolve problems, maintain and enhance service. |
| 7 | Stays up to date with new products, tools and techniques, encouraging their use within the business to promote continuous improvement of capability. |

Technical Capabilities – SFIA (maximum of 6)

| | | |
|---|---|---------|
| 1 | IT Infrastructure (ITOP) | Level 3 |
| 2 | Requirements Definition and Management (REQM) | Level 3 |
| 3 | Technical Specialism (TECH) | Level 4 |
| 4 | Relationship Management (RLMT) | Level 4 |

Civil Service Behaviours (maximum of 6)

| | | |
|---|-------------------------------|---------|
| 1 | Delivering at Pace | Level 3 |
| 2 | Working Together | Level 3 |
| 3 | Communicating and Influencing | Level 3 |
| 4 | Managing a Quality Service | Level 3 |