Basingstoke and Deane

JOB DESCRIPTION

Job Title	Infrastructure Engineer
Grade (if known)	G
Reports to (line manager)	Principle Infrastructure Engineer
Business unit/department	IT & Digital Services
Directorate	Customers, Digital and Improvement
Number of direct reports	0
Total number of reports	0
Budgetary responsibility	*n/a*
Preparation date	2nd November 2026

Main purpose of job/job summary
• To provide specialist support to the council's critical IT infrastructure, including on-premise and cloud-based platforms. • To install and maintain technical solutions required to meet the business needs of the council within the scope of the IT Strategy. • Provide high quality, customer focused support for key stake holders, senior managers, councillors and internal staff where required

Essential duties/What you'll be doing
1. Provide specialist support and maintenance of the council's IT infrastructure, including hardware, storage, operating systems, cloud platforms and services, applications and networking connectivity required by those systems.
2. Continue to develop and manage knowledge about relevant future technologies, products including emerging cloud technologies and to be able to provide general advice and support on appropriate IT issues to other members of IT, the business unit and the council.
3. Support in maintaining a high security level across all IT hardware and systems by implementing updates (including Microsoft security updates, third party updates and antivirus updates) and lead on making changes to address vulnerabilities identified by regular security assessments.
4. To contribute to and work with external agencies to protect the wider public service through activities related to SEGWARP, CiSP, NCSC, HIoW Technical forum.
5. Support the service with complex problem solving of escalated support cases which normal affect multiple users or are key to the council's daily operation.

This document sets out the main dimensions of the job it describes. It does not define all individual tasks, which may be expected to change from time to time to meet operational needs.

6. Influence decisions for the implementation and maintenance of the technical infrastructure.

Standard duties
The role holder will be required to • demonstrate the council values in the course of their daily duties. • undertake such work as the line manager may determine is compatible with the responsibility level of the post. • ensure that service delivery complies with current regulations, accepted professional standards, the council's policies and procedures and appropriate legislation (including legislation on data protection, equalities, health and safety and safeguarding children and vulnerable adults).

What you need to know about the job/Special conditions
To be part of the IT on call rota.

Job suitable for hybrid working	Yes

Council values

These are our council values and reflect what people see, hear and feel across the organisation:



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Job requirements / What we need from you	
Qualifications	
Essential – required for the job	Desirable – "nice to have" for the job
• A Levels to at least Grade C including at least one in technology subject or equivalent • Up to date Microsoft qualifications in server and/or cloud technologies • SQL Server Administrator experience • An up-to-date Networking Qualification from a major vendor	
Experience/Expertise	
Essential – required for the job	Desirable – "nice to have" for the job
• HP Network environment • Microsoft Server Environment • Microsoft Exchange Server • Microsoft 365 (cloud services) • Microsoft Azure (IaaS / PaaS environments) • Proven recent experience of infrastructure implementation and support in a large complex organisation, including cloud hosted environments. • Experience of complex IT systems, including hybrid or cloud-based platforms. • Experience of working under pressure and adhering to established deadlines • Experience of enterprise solutions such as SAN, Data Backup/Restore, including cloud integrated backup or recovery solutions. • Experience of supporting Citrix/Terminal Service Environments	• Experience of managing compliance with PCI DSS and PSN

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Skills/Strengths	
Essential – required for the job	Desirable – "nice to have" for the job
• Achieves results in quality, in a timely and cost-effective way. Sets priorities and plans, monitors progress • Can get things done through others. Participates and co-operates with team Excellent computer literacy and familiar with Microsoft desktop applications and cloud based productivity tools. • Ability to work on own initiative and take responsibility where required • Ability to take part in out of hours work or standby/on call rota • Ability to be on-site within 1 hour for standby/on call and Disaster Recovery purpose	• Full Driving License

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