

Role Profile

Part A - Grade & Structure Information

Job Family Code	9RT	Role Title	Critical Facilities Technical Officer
Grade	PS9	Reports to (role title)	Critical Facilities Team Lead
		Directorate/School	Resources
JE Band	314-370	Service / Department	IT&Digital
		Date Role Profile was created	Oct-12

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>To work in the field of Critical Facilities for the authority and provide advice and consultancy both at a tactical level. To represent the authority in Critical Facilities projects and be responsible for deployments.</p> <p>To deliver and support of all Critical Facilities environments, through the use of management tool sets and defined robust maintenance, capacity management, disaster recovery and contingency planning policies and procedures.</p> <p>To support the daily operation of the Critical Facilities group, ensuring timely resolution of support issues. Further developing operational process and procedures encompassing backup, physical security, H&S compliance and associated environmental legislation.</p>
Work Context	<p>The Technical Officer in Critical Facilities is a skilled professional responsible for the effective and efficient conduct of all Critical Facilities related matters. The Technical Officer performs a broad and challenging variety of work, some unpredictable and non-routine, which requires creative application of a wide range of principles. It is essential to maintain good, professional working relationships with Council stakeholders.</p> <p>The position is primarily office-based at the Primary Data Centre in Redhill, but will require travel to the Secondary Data Centre in Guildford, together with travel to other sites to develop and maintain excellent working relations with the services across the County Council and partner organisations.</p> <p>The Critical Facilities Senior Officer has a broad remit and needs to be able to quickly establish effective working relationships with partners and 3rd party suppliers on a regular basis.</p> <p>Technically the position holder will lead work to deliver a large range of end customer deployments and associated equipment across the authority's front-line service and back office support departments as well as to partner organisations and managed service customers.</p> <p>The Council is an organisation constantly seeking opportunities to provide best value. To aid these activities, IMT ensures that the organisation can operate effective business processes using enterprise wide standard, reliable and robust business solutions.</p> <p>The Technical Officer in Critical Facilities will support the Councils 'Remote Hands' service on a rotational basis which will be extended to cover 24 x 7 x 365 business requirements. A flexible approach to working hours is a key requirement to this role.</p>
Line management responsibility if applicable	n/a
Budget responsibility if applicable	n/a

<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<p>Planning & Organising</p> <ul style="list-style-type: none"> • Deliver projects and/or audits within a defined area of work as directed to input to relevant strategies and contribute to the delivery of directorate objectives. <p>Policy and Compliance</p> <ul style="list-style-type: none"> • Input as required to the development of strategies and policies. • Provide guidance and support to stakeholders as required to ensure policy and specification compliance. <p>People & partnerships</p> <ul style="list-style-type: none"> • Deliver high quality technical advice/ services engaging a range of stakeholders. • Liaise, communicate and build relationships with other departments, customers, partner organisations, agencies and/or contractors to engage and consult on plans or projects as appropriate. • May manage a team to deliver standardised processes and ensure all officers are appropriately supervised, managed and trained. <p>Resources</p> <ul style="list-style-type: none"> • Ensure that work and projects are delivered within agreed resources and assist with budget/resource management in accordance with organisational policies and procedures. • May have delegated responsibility for a budget(s). <p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Assess data and conduct analysis in a technical area, presenting results and putting forward recommendations to support decision making. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> • Appropriate technical qualification at Degree, HND or HNC level. • May require a specialist technical qualification or membership of an appropriate professional institution. • Sound understanding of subject matter, legislation, principles and practices relevant to the technical area. • Ability to apply project management principles and techniques to manage a range of projects through to completion. • Practical or professional experience and understanding of a specialist area or supporting service teams and/or providing support to the public. • Ability to work on own initiative, with solution focused problem solving skills. • Proven written and oral communication with the ability to engage and work in collaboration with others. • Comprehensive knowledge of computerised business systems.
<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	<p>Role is location based at the Data Centres in Salfords and Guildford.</p> <p>Experience;</p> <p>Minimum 5 years experience working in a data centre environment Minimum 5 years experience working in Information Technology</p> <p>Qualifications;</p> <p>Certified Data Centre Technician Professional (CDCTP). ISO 27001 Certified Practitioner.</p> <p>A car with business travel insurance and a full UK drivers licence is required for this role. Travel between sites is required as the role supports multiple data centres.</p> <p>Basic DBS check is required for this role</p> <p>Accountabilities;</p> <p>Carry out all maintenance and installation work associated with the Critical Facilities delivery systems. Ensure that procedures are followed particularly in regard to service management processes.</p> <p>Diagnose and resolve problems, ensuring that agreed levels of service and the needs for quality, security, availability utilising appropriate specialised techniques, tools, methods or standards.</p> <p>To assist in the design and implementation of all critical facilities environments, including all networking, telecommunications, cabling and associated M&E, plus DR and backup solutions. Ensuring compliance to associated industry standards.</p> <p>Liaise directly with customers (internal, external and managed service), suppliers and partners to ensure customer satisfaction within the Critical Facilities environment.</p> <p>Manage customer complaints as required.</p>

Role Summary	Roles at this level are technical specialists professionally qualified in their specialist area. They will provide technical and regulatory guidance and advice to a range of stakeholders in order to assess and mitigate risk and monitor and ensure compliance with relevant requirements. They will have a fair degree of autonomy and work closely with a range of technical and non technical stakeholders. Forward planning could be for months ahead and the role will contribute to longer-term development.
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