Role Profile

Part A - Grade & Structure Information

Job Family Code	10RT	Role Title	Networks & Security Senior Officer
Grade	PS10	Reports to (role title)	Network & Security Team Manager
		Directorate	Business Services
JE Band	371-438	Service	IT & Digital
		Team	Network and Security Team
		Date Role Profile was created	18th August 2017

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	To take the role of senior officer in the field of Networking & Security Platform Services for the authority and provide advice and consultancy both at a strategic and tactical level. To assist in day to day secure operation of the IT infrastructure and to deliver best value through an effective, well-designed networking and security platform, delivered using appropriate hardware and vendor tools. Planning, scheduling and supervision of all maintenance and installation work associated with the networking, telephony and security platform and assist with maintaining relevant security, information compliance. 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. To support the definition and control of the Networking, Telephony and Security platforms throughout the Council, including establishing and operating effective processes and procedures. Mentor and guide less senior members of the platform team enabling them to develop their own technical skills.
Work Context	The Orbis partnership comprises of Surrey County Council, East Sussex County Council and Brighton & Hove City Council working in partnership with an expectation that the core functions of HR & OD, IT & Digital, Property, Finance and Procurement will be fully integrated going forward. This role is part of the Enterprise Infrastructure function within the Orbis IT & Digital Service. This service provides mission critical operational support and innovative project delivery. This role will require participation in the out of hours support rota and will require frequent travel across the Orbis geography. The Network and Security team is responsible for support and management of a large network based on CISCO technology, VoIP telephony, external boundary service provision such as Internet access, remote access and web infrastructure platforms. It also encompasses management of security devices such as firewalls and security compliance regimes. It will require liaison directly with IT users at within the three Orbis partners, external customers and suppliers.
Line management responsibility if applicable	N/A
Budget responsibility if applicable	To participate and lead in specialist areas of projects of up to £3m.

Representative Accountabilities Typical accountabilities in roles at this level in this job family	Planning & Organising • Implement countywide strategies and support the development of long term planning. • Lead projects and reviews within a technical area of work to support and enhance service delivery. • Plan workloads and secure resources to enable the team/s to achieve a quality service. Policy & Compliance • Provide technical advice and recommendations within defined policy and procedures to ensure compliance with relevant legislation, policies and industry standards. • Maintain, develop and review systems, processes, procedures and working methods to maximise service delivery, quality, efficiency and compliance. People and partnerships • May manage a team operating in a specialist area or oversee the delivery of a range of support services to a service or function. • Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service. • Monitor and support the performance management and development of team members to ensure that individual contributions are maximised. Resources • Assist with budget/resource/ funding management in accordance with the council policies and procedures. • May have delegated responsibility for a budget(s). Analysis, Reporting & Documentation • Assess or conduct analysis, presenting results and putting forward recommendations on managing more complex situations to support decision making. • Analyse and make recommendations for improvement or development of existing systems, processes or policy. Duties for all Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. 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.
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• Degree/ HNC or equivalent, or substantial relevant experience in a relevant subject. • May require a specialist technical qualification or membership of an appropriate professional institution. • Significant practical or professional experience and understanding of a specialist area or supporting service teams and/or providing support to the public. • Comprehensive understanding of subject matter, legislation, principles and practices relevant to the technical area. • May require previous management experience including staff supervision, development and organisational skills. • Proven ability to apply project management principles and techniques to manage a range of projects through to completion. • Proven ability to establish and maintain highly effective working relationships with a range of stakeholders. • Comprehensive knowledge of computerised business systems. • Proven written and oral communication with the ability to influence and work in collaboration with others.

Details of the specific qualifications and/or experience if required for the role in line with the above description	• Demonstrable experience in delivering Network and Security platforms. • Technical competency– CCNA, HP ASE, JNCIS, or other relevant experience / qualifications. • Relevant IT Service Management Qualifications e.g. ITIL, ISEB, or equivalent relevant experience Page 3
Role Summary	Roles at this level typically lead and manage the work of a specialist team and/or they may hold a technically specialist professional role providing complex advice or managing specialist projects. They will use technical knowledge to audit or analyse situations and data to aid them in ensuring regulatory or technical compliance of others. They will work closely with a range of agencies and stakeholders to ensure delivery of agreed industry and service standards in a cost effective way. Forward planning could be for months ahead and the role will contribute to longer-term development.

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