

JOB DESCRIPTION



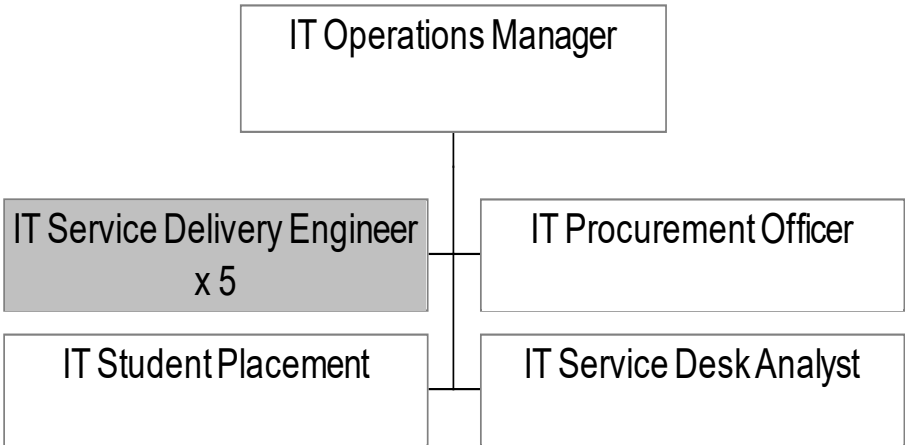
IT Service Delivery Engineer

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| Reports to: | IT Operations Manager | | |
| Department/Location: | IT / Broad Street West, Sheffield | | |
| Salary: | £26,498- £32,239 | Grade: | 7 |
| The role is also part of a team on-call rota for which a 6% allowance of salary is paid | | | |

Job Purpose

Provide an effective IT Operations provision throughout SYPTE, SCR and Mayoral Authority. Ensuring 2nd and 3rd line resolutions to all IT related, incidents, service requests and problems. Aid the development and delivery of projects and business critical systems and applications to ensure the continuous provision and ongoing improvement of the IT Operations service.

Organisational Chart



Dimensions

- Provide a comprehensive IT operations support, development and maintenance service which meet the requirements of SYPTE, SCR and the Mayoral Authority.
- Part of the IT Operations team, comprising 9 members of staff.
- Provision of out-of-hours and stand-by cover as determined by the service level agreements.
- Provision of services to 100 servers, 400 desktops and 600 user and service accounts

General Responsibilities

- SYPTE's aim is to provide the best Public Transport system possible. The objective is the pursuit of excellence in meeting the needs of all potential passengers.
- SYPTE is fully committed to the active promotion of equal opportunities in its capacity as an employer. It is the individual responsibility of every employee to seek to ensure the practical application of this policy.
- Under the Health and Safety at Work Act, all employees are required both to take care of their own health and safety and that of other employees and to co-operate with their employers in complying with their statutory duties.
- SYPTE and its Managers are fully committed to the learning and development of employees.

Responsibilities/Key Accountabilities

1. Day to day responsibility for resolving IT incidents to enable our customers to deliver services to the public.
2. Responsible for investigating and resolving IT problems to reduce the number of incidents across the organisations.
3. Provide 1st line support functions when required as directed by the IT Operations Manager to provide a professional and timely service to our customers.
4. Contribute to the design, installation, configuration and maintenance of the data centre environment, including physical and virtual servers, storage and networks, to ensure effective operation to meet the requirements of the Information Technology Strategy
5. Ensure effective IT security is implemented across the organisation including but not limited to security patches, antivirus, web and mail filtering to ensure our data is secure.

6. Provide advice and recommendations to reduce the number of IT security risks to the organisation including suitable ways to resource the actions.
7. Manage the delivery and configuration of mobile devices to the organisation ensuring that approved systems, processes and methodologies are followed to ensure effective monitoring, control and support for our customers.
8. Raise and own to resolution support calls with 3rd party suppliers in the event of a problem or incident managing the supplier to ensure a timely response within agreed SLA's.
9. Manage system user accounts, security permissions, access rights and san storage allocations for both SYPTE and SCR, using appropriate methods to ensure data security and compliance with IT Legislation and ITIL best practices.
10. Ensure accurate records of configuration, asset and system changes are completed in a timely manner to ensure our systems accurately reflect the IT estate in line with audit guidelines and legislation.
11. Day to day responsibility for the maintenance and monitoring of a robust data backup/recovery system working to agreed service targets and in line with the organisations business continuity plan and disaster recovery plans.
12. Liaise, monitor and provide technical advice to external contractors and other partners engaged in IT infrastructure work to ensure a cost effective and timely service is delivered.
13. Investigate, prepare and effectively present information for complex IT subjects to a variety of audiences with differing IT skill levels.
14. Assist in the continual development of the Service desk system, identifying key areas of improvements and development to deliver good practice IT service to our customers.
15. Proactively monitor and analyse both the installation and usage of software licenses to maintain legal compliance and financial efficiency gains.
16. Undertake assigned projects and program components to deliver services in accordance with objectives agreed by the IT Operations Manager and aligned to IT strategy
17. Provide expert advice and guidance to staff and managers within area of expertise.
18. Continually looking for improvements to the IT service to deliver the goals of the organisation.
19. Any other duties commensurate with the post as directed by the IT Operations Manager.

Planning and Organisation

- Deliver appropriate installation, configuration, maintenance and support services to meet the agreed business needs of SYPTE & SCR, the Information Technology Strategy and service level agreements within constraints set by the IT Operations Manager.
- Determine and provide the appropriate response to incidents, problems and change requests in line with service level agreements and the priorities of the Information Technology Management team.
- Investigate requirements, develop IT solutions and resource plans for, but not limited to IT support, IT maintenance, IT data networks and Voice platform ensuring no solution will compromise security and integrity whilst these align to the IT strategy
- Proactively manage repeat incidents & problems and determine root cause analysis to find resolution.
- Ensure change management processes are followed as direct by IT management to ensure minimum negative impact on IT systems and processes across the business.
- Proactively manage workloads, in order to continuously meet deadlines, objectives and service level targets.
- Contribute to team working within the IT Operations team and Information Technology Department and liaise with others to continuously improve cross-functional efficiency.
- Assist the IT Operations Manager in determining short- and medium-term plans achieving agreed departmental targets and business objectives.

Decision Making and Use of Judgement

- Prioritise, isolate, analyse and solve problems under demanding conditions arising from client, hardware, software or business requirements using internal or external resources and determine actions to mitigate their future impact.
- Use personal judgement and initiative to make effective decisions
- Use information from the IT Operations Manager and internal and external information to prioritise resources and allocate resources.
- Assist in the definition and operation of best practice security, operation and controls for the organisations IT Infrastructure using internal and external resources and agree procedures with the IT Operations Manager.
- Project Planning, System Documentation and reporting to follow the format and guidelines as adopted by the Information Technology Department.
- Actively participate in team and departmental decision making.

Essential Internal and External Relationships

- Information Technology Department – provide and maintain a consistent service to ensure IT infrastructure, client devices and business applications function as specified. To ensure a smooth roll-out of new hardware and improved applications. To liaise with colleagues across the IT department working different hours to ensure that support calls are resolved, and proper documentation is maintained
- Business managers and staff – to provide and maintain a consistent service to ensure IT infrastructure, client devices and business applications function as specified. To improve the services in line with business requirements and to explain technical issues
- Suppliers of hardware, software and services – to provide the products and services required for the running of the organisation’s IT Infrastructure.
- Providers of IT knowledge and services – to assist in maintaining and improving the IT Infrastructure to meet business requirements.
- To advise and seek guidance from appropriate external bodies in the furtherance of objectives.
- Standards bodies and organisations to ensure compliance with legal requirements, quality and operating standards.

Person Specification – essential (E) & desirable (D) (How identified – application form (A) & interview (I))

| Knowledge | E/D | A/I |
|---|-----|-----|
| High level of numerate and literate skills, to A' level standard or equivalent | E | A |
| IT Infrastructure related qualification | D | A |
| Proven knowledge of Microsoft Server (including Active Directory, Exchange, Hyper-V) | D | A |
| Proven knowledge of Microsoft Windows 7/10 desktop environment | E | A/I |
| Proven knowledge of Microsoft Office 365 (Exchange, Skype, Azure, AAD, Security and Compliance, managing licenses) | E | A/I |
| Proven knowledge of deploying Windows operating system, software and security patches using MS SCCM | D | A/I |
| Proven knowledge of supporting Storage Area Networks in a corporate environment using ISCSI and Fibre Channel technologies. | D | A/I |
| Proven knowledge of IT security standards including Cyber Essentials | D | A/I |

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| Knowledge of administering Cisco switches and routers | D | A/I |
| Knowledge of Cisco Call Manager or enterprise class unified communications platform | D | A/I |
| Knowledge and understanding of the principles of project management | D | I |
| Knowledge and understanding of best working practices using the ITIL framework | D | I |
| Understanding of the implications of legislation affecting IT use, including the Data Protection Act, Computer Misuse Act and appropriate health and safety legislation | E | I |

| Skills | E/D | A/I |
|--|------------|------------|
| Computer literacy skills – <i>Enhances operational delivery through best use of technologies</i> | E | A/I |
| Literacy skills – <i>Effectively communicates via written media</i> | E | A |
| Analytical and numeric skills – <i>Interrogates and analyses data to gather relevant information</i> | E | I |
| Administration skills – <i>Completes core processes</i> | E | I |
| Financial and commercial awareness – <i>Maintains good financial control over resources in their department</i> | E | I |
| Project Management skills – <i>Manages own contribution to project success</i> | E | I |
| Professional Sector Knowledge – <i>Use theory and models to develop solutions</i> | E | I |
| Communication and interpersonal skills, including the ability to explain technical issues to non-technical colleagues | E | I |
| Proven ability to adapt to new and emerging technologies such as Microsoft Server, virtualisation techniques, cloud computing, customer relationship management. | E | I |
| Ability to isolate, analyse and solve problems under demanding conditions and to determine actions to mitigate their future impact | E | I |
| Analysis and reporting skills sufficient to determine and communicate required actions to meet business or technical changes or in response to exception report affecting IT service | E | I |

| Behavioural Competencies | E/D | A/I |
|--|------------|------------|
| <u>Living our Values:</u> | | |
| Customer & Stakeholder Driven – <i>Works to add value for the customer/stakeholder</i> | E | A/I |
| Team Working – <i>Encourages and supports others</i> | E | A/I |
| Integrity & Respect – <i>Models and promotes organisational values</i> | E | I |
| Achieving & Challenging – <i>Seeks to exceed and deliver more</i> | E | I |
| <u>Delivering With & Through Others:</u> | | |
| Building & Managing Relationships – <i>Identifies key relationships</i> | E | I |
| Influencing & Persuasion – <i>Calculates the impact of their actions and words</i> | E | I |
| Flexible & Adaptable – <i>Applies procedures flexibly</i> | E | I |
| <u>Delivering Our Objectives</u> | | |
| Embracing Change – <i>Ensures a vision for change is heard</i> | E | I |
| Developing Self & Others – <i>Offers suggestions and supports others</i> | E | I |
| Research with External Focus – <i>Digs deeper for answers</i> | E | I |
| <u>Determining Our Agenda</u> | | |
| Initiative – <i>Reacts Rapidly</i> | E | I |
| Strategic Focus & Critical Reflection – <i>Takes time to analyse and reviews solutions</i> | E | I |
| Decision Making – <i>Operates within formal authority</i> | E | I |

| Experience | E/D | A/I |
|--|------------|------------|
| Substantial relevant experience in a system support role | E | A/I |
| Proven experience of problem management in a business environment | D | A/I |
| Proven experience of incident management in a business environment | E | A/I |
| Proven experience of securing IT systems and hardware to ensure best practice. | D | A/I |
| Proven experience of deploying Windows operating system, software and security patches using MS SCCM | D | A/I |

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|---|----------|------------|
| Substantial relevant experience in a Microsoft Windows 7/10 Environment | E | A/I |
| Previous experience in a Windows Server Environment including Active Directory and Exchange | E | A/I |
| Previous experience of carrying out backup and disaster recovery | D | I |
| Previous experience in SAN technologies | D | A/I |
| Previous experience of remote access working | D | I |
| Previous experience of Microsoft Clustering and Hyper-V | D | A/I |
| Previous experience of administering Cisco devices including network switches, routers and voice platforms. | D | I |
| Experience of managing stakeholder relationships | E | A/I |
| Experience of presenting information both verbally and written at meetings, undertaking formal presentations and delivering staff briefing sessions. | E | A/I |
| Understanding of IT operational support frameworks, including incident management, problem management, change control, service level management and reporting | D | I |

| Post Holder | | Line Manager | |
|--------------------|--|---------------------|--|
| Agreed by: | | Agreed by: | |
| Signature: | | Signature: | |
| Date: | | Date: | |