**Job Capsule Supplementary Information: Senior Data Centre Engineer**

**This supplementary information for the Senior Data Centre Engineer is for guidance and must be used in conjunction with the Job Capsule for Corporate Services.**

**Job Family: Information and Communications Technology Level 4**

**Job Zone: Zone 2**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment.**

**Role purpose**

The role of the Senior Data Centre Engineer is to lead on for the provision of day-to-day Data Centre service operations using best practices and standards and to support the planning, design and implementation of strategic plans to ensure Data Centre capacity meets the Council’s existing and future requirements.

To support the Lead Data Centre Engineer with the provision of expert advice for Data Centre operations and development.

**Example outcomes or objectives that this role will deliver**

* Carry out a full range of defined tasks associated with operating and controlling the installed (or virtual) hardware and software. This may involve the use of multiple hardware and software platforms, and both local and wide area networks.
* Investigate operational problems, provide reports and proposals for improvement to specialists, users and managers. Participate in reviews of infrastructure performance, advise and assist specialists or other system or service providers to plan amendments and other improvements to infrastructure and its operation.
* Contribute to the planning and implementation of installation and maintenance work associated with the installation as a whole, including building and configuring infrastructure components in virtualised environments. Implement agreed infrastructure changes and maintenance routines, utilising the appropriate tools and test equipment. Ensure that procedures are followed, including those relating to safety and security.
* Monitor infrastructure and back-up systems for software, hardware and service alerts, following appropriate processes for restoration, resolution and escalation.
* Having regard to the security of operations and appropriate controls, assist in the planning, maintenance and continuous improvement of the Council's technical architecture.
* Assist in the production of business cases for recommended architecture and infrastructure changes.
* Support and assist in the development of Disaster Recovery plans, ensuring these are consistent with the Corporate Business Continuity Plan.
* Maintain a full and on-going register of infrastructure assets/devices and schematics.
* Supervise and give instruction to less experienced colleagues in all aspects of current and correct operational practice and delegate responsibility for carrying out specific tasks to individuals as appropriate.
* Maintain the configuration management system, documenting details of all hardware/software items that have been installed, removed or changed so that configuration management records are fully updated and accurate.

**People management responsibilities**

* No formal line management responsibilities.

**Relationships**

* This post reports to the Data Centre Manager.

**Work environment**

* The post-holder will be required to work in an ‘agile’ way in line with Camden’s move to a paperless and flexible work environment.

**Technical knowledge and experience**

* BSc in relevant discipline, or equivalent industry experience.
* Proficient in understanding the IT/ IS infrastructure, operating systems, configurations and the IT applications and service processes used within the organisation.
* Proficient in understanding the principles and application of cloud/ virtualisation (including ownership, responsibilities and security implications) and the use of tools and systems to manage virtualised environments. Examples, but not limited to: Server/desktop virtualisation and SDDC (Software Defined Data Centre).
* Proficient in understanding Infrastructure Architecture, the frameworks and principles on which networks, systems, equipment and resources are based both on premises and cloud based.
* Familiar with Configuration Management to give precise control over IT assets and components by recording and maintaining information about the configuration items, including hardware devices, computer programs, software licences, documentation, network devices, and data centre facilities (virtualised and static).
* Familiar with methods and techniques for risk management, business impact analysis, countermeasures and contingency arrangements relating to the serious disruption of IT services.
* Familiar with corporate, industry and professional standards, policies, regulations, compliance and codes of conduct associated with the role.
* Certification in some or all of the following: MCSE, CCNA, CCNP, CCIE
* Knowledge and experience of relevant Operating Systems/Firmware covering the following platforms: Windows, Cisco, UNIX, Linux.

**Camden Way Five Ways of Working**

In order to continue delivering for the people of Camden in the face of ever-increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

* Deliver for the people of Camden
* Work as one team
* Take pride in getting it right
* Find better ways
* Take personal responsibility

For further information on the Camden Way please visit: <https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1>