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

**This supplementary information for the 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 3**

**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 Data Centre Engineer is to support and on occasion lead the provision of prompt and effective expert 3rd line technical support / guidance for the Data Centre service to users and other IT teams across the Council through resolution of incidents and service requests in line with agreed service agreements, ensuring minimal disruption/ loss of service.

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

* Write, test and Carry out agreed operational procedures associated with operating and controlling the installed (or virtual) hardware and software. This may include configuration and maintenance of multiple hardwareand enterprise software as well as storage platforms. Implements maintenance routines, utilising the appropriate tools and test equipment. Uses standard procedures and tools to carry out defined system backups, restoring data where necessary.
* Installation and configuration of hardware and operating systems, virtualise servers and storage and migrate services to the cloud when appropriate.
* Identify operational problems and contribute to their resolution. Investigate, diagnose and resolve very high impact operational problems following incident management procedures, within service level agreement tolerances, referring to users, other staff, and suppliers, as necessary.
* Take action on known errors and documented workarounds, logging such actions and advising supervisor or specialists when management or specialist attention is required.
* Ensure that procedures are followed, including those relating to safety and security. Assist in the development of Disaster Recovery plans, ensuring these are consistent with the Corporate Business Continuity Plan.
* Assist with the maintenance of a full and on-going register of infrastructure assets/devices and schematics
* Take lead in the deployment of monthly Windows and Linux patches (which impacts live systems). Patch and resolve any issues to keep systems up to date and compliant**.**
* Take lead in storage provisioning which hosts the majority of Camden’s data.

**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.
* High level knowledge of the IT / IS infrastructure, operating systems, configurations and the IT applications and service processes used within the organisation.
* Familiar with 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)
* Familiar with Infrastructure Architecture, the frameworks and principles on which networks, systems, equipment and resources are based both on premises and cloud based.
* Aware of 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).
* Aware of methods and techniques for risk management, business impact analysis, countermeasures and contingency arrangements relating to the serious disruption of IT services.
* Aware of corporate, industry and professional standards, policies, regulations, compliance and codes of conduct associated with the role.
* Knowledge and someexperience of relevant Operating Systems/Firmware covering the following platforms: Windows, Cisco, UNIX, Linux
* Awareness of cloud solutions
* Awareness of network methodology for Datacentre hardware

**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>