JOB DESCRIPTION

Job Title	ICT Infrastructure and Security Specialist
Reports to	ICT Infrastructure and Security Architect Manager
Reporting staff	ICT Infrastructure & Security Technicians/Specialists

Job Purpose

To support the ICT Infrastructure & Security Architect Manager and ICT Infrastructure and Security Manager in delivery of activity, including design, development and monitoring of networks, development and delivery of new projects, and documentation of ICT information. To effectively support delivery of a range of advanced specialist tasks within a key Service function.

Generic Responsibilities/Job Family

Support

To support and maintain effective policies and procedures and ensure the provision of high-quality service by the department.

To provide expert IT knowledge, advice and support to others within the Service and to ensure the provision of Specialist IT services in line with Service needs.

To represent the department/function at meetings and act as Service representative for external initiatives as required

To support and/or manage projects relating to Service development or to the specific function or department.

To manage capital budgets allocated to assigned projects.

To collate and analyse available data within Service systems and from best-practice information and to identify trends/make recommendations based on available data

	Specific Responsibilities
1	Provide support and monitoring of all DWFRS networks and security, ensuring high levels of continued service across all operational and corporate DWFRS sites
2	Providing design, maintenance and delivery of changes to DWFRS infrastructure and security across the service and its datacentres
3	Directly managing small to medium sized projects from scoping, recommending design solutions, procurement, delivery budgets through to handover into business and usual (BAU) with management processes and documentation. Providing key specialist advice and support to large ICT whole team projects. Including managing technicians to achieve project tasks, for example, rolling out of new systems and delivering the BAU tasks
4	Provide advanced specialist support to technicians for technical ICT faults and incidents across the network & security
5	Advise ICT Infrastructure & Security Architect Manager/ ICT Infrastructure & Security Manager - on important ICT issues for example, security advisories, new technologies or upcoming issues with ICT infrastructure and security
6	Support design and maintain ICT security compliance to government standards. This will include implementing changes across systems required from ICT Health checks, national changes from the National Cyber Security Centre, NFCC, the information security team, or as outcomes to compliance checks and ICT audits.
7	Identify dependencies across risks and issues, and provide proactive solutions to reduce negative impacts
8	Provide 'Best Endeavours' ICT support to DWFRS. This is a 24/7 support service, with technicians providing the primary point of call. The Infrastructure & Security Specialists are called in to deal with complex issues, as third line support