

# BT Lancashire Services

## ICT Engineer/Solutions Designer

**PORTFOLIO:** BT Lancashire Services

**SERVICE:** ICT Services

**JOB TITLE:** ICT Engineer / Solutions Designer

**GRADE:** 9

**Notes to applicant:** In your application, you should provide evidence of meeting all points on the person specification, particularly those marked \* as they are key criteria.

CRITERIA	KNOWLEDGE AND SKILLS	METHODS OF ASSESSMENT
<b>Qualifications and Training</b>	1. Industry practitioner qualifications in relevant skill area (e.g. Microsoft, Cisco or Oracle) 2. ITIL Service Management Qualification (Foundation or above) 3. Educated to degree level	(A,I)
<b>Experience</b>	4. Minimum of 2 years design, systems analysis, programming or technical support experience, specialising in the advertised skill areas * 5. Proven track record of design or implementation of ICT end-to-end solutions and resultant change 6. Good understanding and practical experience of ITIL methodology and its application in a commercial and local government environment 7. Managing challenging and competing workloads*	(A,I)
<b>Skills/Abilities</b>	8. Good understanding and knowledge of the products and services relevant to the advertised skill areas * 9. Ability to work with a customer to develop an understanding of the most appropriate solution to meet the business need 10. Ability to capture requirements including participation in workshops or interviews and documenting them using approved templates 11. Able to create specifications for types of business, technical or contractual information in appropriate document form 12. Estimate effort in terms of simple time, cost and quality measures * 13. Completes own role independently or with minimal supervision/guidance and able to escalate issues as and when appropriate *	(A,I)

## PERSON SPECIFICATION

	<p>14. Logical thinker and innovative approach to root cause analysis and problem solving *</p> <p>15. Assists in defining acceptance tests for systems</p> <p>16. Carry out basic activities in support of risk management together with the co-ordination of mitigating activities and contingencies *</p> <p>17. Good oral and written communication skills *</p> <p>18. Ability to understand and demonstrate the strategic perspective in implementing ICT solutions and contribute to strategy in the relevant skill area</p> <p>19. Responds quickly to changing situations, priorities and business needs</p> <p>20. Challenges activities that have no business case or do not clearly meet customer needs</p> <p>21. Takes personal responsibility for delivery against commitments made to customers *</p> <p>22. Makes themselves accessible to customers, communicates regularly with them and acts on feedback *</p> <p>23. Consults and builds on the views of others *</p> <p>24. Shares information across teams and actively helps others to achieve their objectives *</p> <p>25. Supports and encourages innovation and the testing out of new approaches</p> <p>26. Simplifies a complex technical world for customers, translating it into their language</p> <p>27. Executes responsibilities to agreed standards and deadlines *</p>	
<b>Commitment</b>	<p>28. An understanding of and a personal commitment to the Vision and Values of BT Lancashire Services. *</p> <p>29. Totally focused on service delivery and customer satisfaction</p> <p>30. Committed to continuous improvement, enabling the delivery of solutions that provide an increase in efficiency and reduced costs</p> <p>31. Committed to working together based upon one team sharing ideas, knowledge and resources, shared understanding and mutual trust</p> <p>32. Committed to improving the levels of service to all customers</p>	(A,I)
<b>Other</b>	<p>33. Flexibility and commitment and present a professional image at all times</p> <p>34. Committed to improving the levels of service to all customers</p> <p>35. Office-based with off-site as required</p> <p>36. Standby and/or support of key applications at weekends and/or public holidays including participation in out-of-hours on-call rotas as well as work outside of standard office hours, as required *</p>	(A,I)

## **Engineer/Designer - Infrastructure**

BT Lancashire Services Ltd

Salary £32,878 – 37,849

Closing date TBC

We are looking for an experienced engineer/designer for our Infrastructure team in a busy and challenging large scale environment. Working for a local government organisation seconded into a BT led partnership delivering ICT services, you will benefit from public sector terms and conditions of employment whilst working in a fast paced technical environment. In this role you will provide a high level of professional expertise to specify, design, and implement specialist services.

BTLS provide support to a large scale environment of over 900 servers delivered from vmWare ESXi and HyperV platforms. Management of the customer environments is underpinned by Active Directory delivering to both Windows 7 and Windows 10 devices and enhanced by the use of SCCM, Appsense and Group Policy. Users benefit from deployments of Exchange and Skype for Business with remote working enabled by a Citrix XenDesktop platform.

### **About you**

The successful individual will be able to demonstrate the following technical ability and experience:

- Professional or degree level qualification in relevant skill areas or be able to demonstrate equivalent expertise
- Experience in designing/implementing/supporting solutions in a number of the following technology areas:
  - Windows Server
  - Active Directory
  - Group Policy
  - DNS
  - DHCP
  - Exchange
  - IIS
  - SCCM
  - Exchange
  - Skype for Business
  - Scripting (e.g. PowerShell)
  - Citrix XenDesktop / XenApp
  - Enterprise Security (e.g. McAfee VirusScan, McAfee HIPS, McAfee DLP)
  - VmWare ESXi, VmWare vSphere
  - Hyper V
- Work with other technical and non-technical teams to support project delivery to agreed deadlines.
- Committed to continuous improvement and self-development.
- Contribute and deliver against strategic initiatives.
- Document and enforce policies, procedures and standards

### **About us**

We are BT Lancashire Services, a partnership between BT and Lancashire County Council established in May 2011 to improve service delivery to the people, schools, businesses and organisations of Lancashire and beyond. Lancashire County Council is the fourth largest local authority in England and covers a huge geographic area and a wide range of communities both urban and rural. The councils remit is substantial, varied and complex, delivering a wide range of services to the 1.2 million people who live here.

BTLS serves as a single source for all ICT requirements to over 15,000 customers within the council and other beneficiaries. This is an exciting time to join BT Lancashire Services, with plenty of interesting projects in the pipeline as we work to support Lancashire County Council's digital agenda.

This post offers a real opportunity to make a difference to the delivery of public services across Lancashire.

### **The Benefits**

We value our staff as individuals and aim to help them achieve their full potential while working for us. We offer a work environment that encourages staff engagement, team working and problem solving and we recognise the importance and benefits of a good work life balance. In return for your passion and expertise we offer all our staff a generous benefits package equal to the terms and conditions enjoyed by all council staff.

These are just some of the benefits you could enjoy:

- Flexible working hours (37 hrs per week) along with opportunities for agile working
- Local Government Pension Scheme with generous employer contribution, death in service payments, life assurance and dependents pensions.
- Great Holiday Entitlement: 25 days annual leave entitlement rising to 31, after five years' continuous service. Eight bank holidays and two further additional statutory days during the Christmas and New Year period
- Family friendly employer: Help to balance family commitments, including maternity leave, paternity leave and support for working carers Adoption and parental leave. Childcare voucher scheme.
- Great central location, just a short walk from the train station and main bus route

For an informal chat please contact Daniel Eden on 01772 532233.