

JOB PROFILE

Job Title:	Senior IT Technical Support Analyst
Service Area:	IT Department, I.T. Helpdesk Team
Grade:	Grade (TBC)
Reporting Manager:	Senior Technical / Development & Cyber Security Officer
Direct reports:	None

Job summary:

Provide 3rd Line Higher Technical Support and guidance to the ICT Technical Support Officers (1st & 2nd line Support) supporting both Internal and External users with technical support queries and guidance.

To develop, research, analyse, implement, commission, configure and support complex corporate solutions both hardware and software, such as operating systems, servers, switches, routers and firewalls.

Responsibility within the I.T Technical Team for ensuring the availability and reliability of computer systems. Responsible for maintaining security, system data and ensuring compliance with Council policies and Audit requirements. To diagnose diverse and unrelated faults within systems and provide solutions.

Key responsibilities:

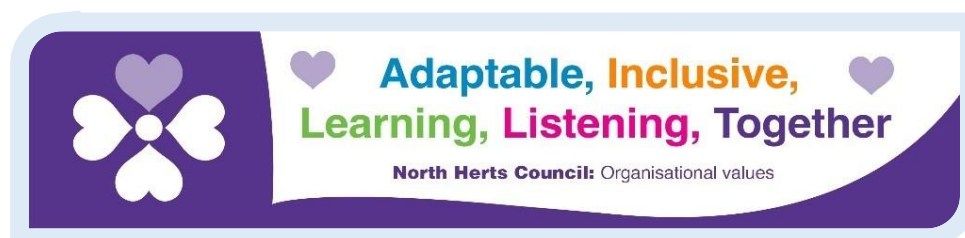
- Assist with the quarterly rehearsals of the authorities Disaster Recovery procedures to ensure it is fit for purpose in the event of having to invoke the service. To ensure the documentation is fully up to date following each rehearsal.*
- Find and provide solutions and fixes to problems that are of a nonstandard nature. Using the Internet and Specialist I.T Web sites that the authority contributes to find solutions where possible for known specialist hardware/software faults.*
- React to problems of a Major, Critical and Complex nature using own initiative to analyse, track, resolve and report issues arising from system failures and produce change control documentation.*
- Analyse complex and unique situations and propose, design, test and implement non-standard solutions utilising existing system features, programming skills and 3rd party solutions e.g. SQL, scripting.*
- Research, develop and provide technical input into highly technical projects. Responsible for leading on highly complex technical research projects, perform deep research, extensive pilot testing, producing in-depth reports, risk assessment and impact analysis, estimated costs, presentation of project findings and ability to influence the decision making process.*
- Responsible for the availability and quality of service of the Authorities' Network Infrastructure including Switches, Servers, Data Links and Cable Architecture.*

- Interpret support calls that have been escalated from ICT Help Desk to the 3rd Line Support Team. To ensure all requests are responded to within agreed timescales, to acceptable standards, and that accurate records of responses are maintained.
- Responsible for testing, installing, and commissioning server based systems including hardware / software across a diverse range of technologies including Windows server 2012-2022, Citrix and Storage Area Networks (SAN) / Relational Databases.
- Ensure that all system data and configuration changes are backed up and secured. To regularly monitor and review backup processes and identify weaknesses/strengths and propose changes. System backups are critical and this data will be required in the event of a failure/disaster to successfully restore systems and reduce the business impact to the Authority and forms part of the ICT Business Continuity Plan and the overall NHDC Disaster Recovery Plan.
- Ensure that systems are monitored and reviewed. Responsible for maintaining systems including testing, patching and updating on regular basis to ensure system security, resilience and availability and identify and propose changes for optimum efficiency.
- Responsible for administration of key configuration systems e.g. Active Directory, Entra ID, Information Sharing, server monitoring services, Dynamic Host Control Protocols, file security, Domain Naming Systems, Group Policy Objects (GPO), Distributed File Systems (DFS) and ADSI Edit.
- Required to assess, research, support and develop key technologies including Email and Web Filtering, Anti-Virus. Support & Implement Remote Installation Services, Thin Client (Citrix, Terminal Services), Software Deployment. Support & Implement Relational Databases (Oracle, SQL), E-mail (Microsoft Exchange).
- Act as subject matter expert in regard to Desktop Software / Hardware to provide 3rd line higher technical support and guidance to the Technical Support Officers within the IT Helpdesk Team (1st & 2nd line Support).
- Assist and guide users in defining needs which could be both wide ranging and complex resulting in the development of practical solutions Influencing decisions to best fit the corporate wide infrastructure and resources.

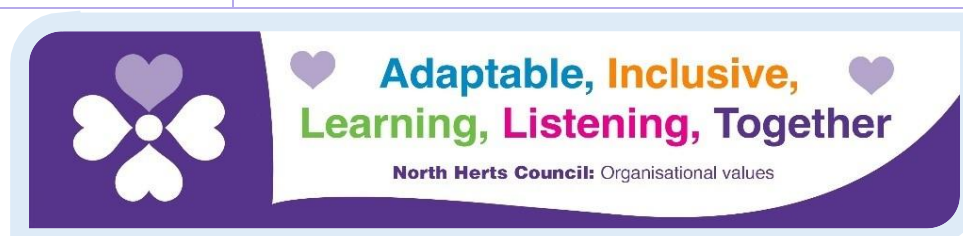
Please follow this link to read your general responsibilities:

[General responsibilities for employees | North Herts Council \(north-herts.gov.uk\)](https://www.north-herts.gov.uk/employees/general-responsibilities)

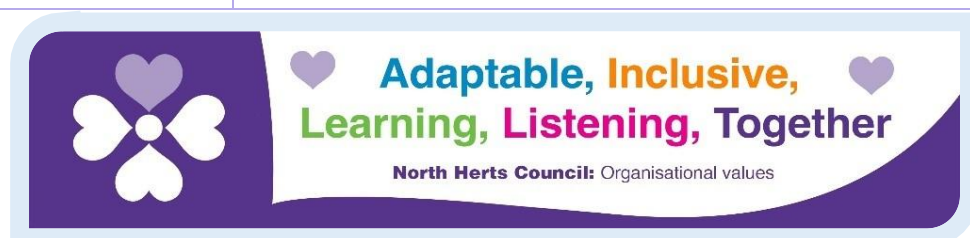
Key Requirements:		Essential desirable
Qualifications:	Excellent standard of written English. – or equivalent Bachelor's Degree in Computer Science or related IT subject, or equivalent qualification/experience	E E
	Certified Information Systems Security Professional – CISSP or equivalent experience	E
	CompTIA A+ certification or equivalent experience	E
	Full MCSE Qualification (Microsoft Certified Systems Engineer) or equivalent experience	E
	Project Management Foundation certificate	D
	ITIL Foundation Certification	D



Job related experience & knowledge:	Extensive knowledge and practical experience managing a diverse range of complex technical projects managing competing priorities to meet set objectives.	E
	Experience of working outside established procures to produce nonstandard solutions to complex problems.	E
	Expert knowledge including solutions with practical experience of network infrastructures, Servers, Routers, Switches	E
	High Level knowledge and practical experience of Security & Firewall technologies including IDS, NAT, DMZ, port forwarding, rule based protocols, SSL, Kerberos, PKI, Token Systems	E
	High Level knowledge and practical experience of cloud based IT systems including Microsoft 365, Azure, Entra ID, Exchange Online	E
	Experience of reacting to Major and Critical issues using own initiative to analyse, track, resolve and report issues arising from system failures and produce documentation.	E
	Expert knowledge of testing, installing, and commissioning server based systems including hardware / software across a diverse range of technologies including Windows Server, Active Directory, Citrix, Storage Area Networks (SAN), Databases & Backup solutions.	E
	Expert knowledge of testing and installing, commissioning desktop based systems including hardware / software e.g. Windows 10/11 including Deep understanding of device drivers, registry & domains, dynamic link libraries (dll) & file/network communications including technical analysis within domain structures.	E
	High level experience and knowledge of network infrastructures utilizing communication protocols such as TCP / IP / IPX.	E
	High level experience of diagnostics, fault finding and configuration with advanced routing of network topologies.	E
	<i>Extensive knowledge and practical experience of implementing and designing network infrastructures spread across many diverse sites and Wide Area Networks (WAN)</i>	E
	<i>High level of diagnostic and analytic skills to fault find and provide solutions and fixes to problems that are of a nonstandard nature</i>	E
	Proven experience of working at a very High Level within a complex technical environment including networking/desktop and server technologies.	E
	Proven experience of working within a support/development role in an IT Helpdesk environment supporting a large client base.	E
	Proven track record in service delivery ensuring systems are available to required standards.	E



	Proven experience of providing technical input to highly complex technical research projects, perform deep research, extensive pilot testing, producing in-depth reports, risk assessment and impact analysis, estimated costs, presentation of project findings and ability to influence the decision making process. High level understanding of IP telephony solutions including PBX, SBC, SIP trunks and soft phones Experience in supporting a wide range of products e.g. Microsoft Office suite- installation and user support. Experience of working in a Local Government Environment Fault diagnosis to component level. Experience of communicating with Senior Management, Project Boards, External I.T Vendors and influencing and developing I.T Policies. Knowledge of a wide variety of Vendor hardware e.g. Dell, HP, Samsung. Prince 2 or equivalent project management skills. Good knowledge of Anti Virus Software and how its configured Visual Basic, C++, HTML, Active Server Pages, Shell Scripts. Ability to install Network Cabling (CAT5,5e,6) & Fibre Optic Cable to required electrical industry standards. Good knowledge and practical experience of telephony administration and support. Including account setup, hunt group management, server support and SIP line management	E E D D D D D D D D
Skills & attributes required for the role:	Ability to communicate with users at all levels in a clear, non-technical way, by telephone and person-to-person. High level verbal and written communications skills to communicate effectively in a concise manner sometimes in difficult circumstances with technical subjects to a wide range of end users, super users, remote workers, senior management, council members, consultants/specialists, external organizations and citizens. Confident in conversing in fluent English which is sufficient to fulfil all spoken aspects of the role. Ability to work on own initiative and to be a good team member. Experience of finding solutions to non-standard problems. Experience of using own initiative to manage competing priorities to meet authority wide strategic objectives.	E E E E E E



	Interested in the innovative application of hardware and software products.	D
Other:	Flexible attitude to work in terms of time and location. Able to work in partnership with other sections outside of IT on various projects. Interested in the innovative application of hardware and software products. Advanced User Communication and Training	E E E E D

Signed.....

Date.....

