



Role profile

Role title	Principal Infrastructure Engineer
Corporate directorate	Customer & Support Services
Service	Innovation and Digital
Grade	5
Reports to (role title)	Various
Version	2
JE code	8431
Pension Scheme	Local Government Pension Scheme

Approving manager	Chris Pierce-Jones/Steve Elsworthy
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Role purpose

A principal infrastructure engineer is an accomplished technical leader and expert in at least one technology infrastructure platform or product. They lead and direct specialist teams in developing, monitoring, operating and supporting technical infrastructure solutions.

Principal infrastructure engineers:

- Develop the strategic and tactical engineering roadmaps for technologies and services in their area of responsibility, making sure that they are future proofed and that the organisation derives maximum value from investment in technologies
- May own the operational relationships with suppliers making sure services and products are delivered and aligned to industry best practice, regulatory and contractual requirements
- Work with technical architects to translate the architectural designs into operations and supports technical architects in operationalising the designs
- Lead and direct infrastructure specialists' teams in building, managing, supporting and maintaining solutions according to departmental policy - if taking a managerial path
- Contribute to customer requirements discovery activities ascertaining minimum viable products and the work and resources required to deliver desired outcomes. Populates product roadmaps accordingly
- Supports and deputises for Infrastructure Product Managers

They manage and help to shape the ongoing development of infrastructure and customer platforms, products and services. They have the expertise to develop architectural solutions for infrastructure products, platforms and services throughout their lifecycles. They will form, lead and develop teams of infrastructure specialists and engineers, making sure products and services deliver the right business outcomes. They provide specialist technical support for incidents, problems and changes to solutions and services. They provide consultancy and assistance to projects ensuring delivery of non-functional requirements and to continual service improvement.

They are responsible for helping Information Services conform to industry and organisational best practices standards and meet service levels agreements and Key Performance Indicators (KPIs). They coach, mentor and develop team members, and assist in the provision of first-class services and consistent levels of capability as required by the organisation. The principal infrastructure engineer may directly line manage teams, burst and/or contractor resources including PDS, development, performance reviews and other line management responsibilities.

Dimensions

Annual financial accountability
For complex, strategic infrastructure products financial accountability can be up to £2m
Management accountability
<p>Nature of management</p> <ul style="list-style-type: none"> • May be required to manage, lead, coordinate and supervise multidisciplinary teams on a full-time or assignment basis. • Team sizes will generally range from 2 to 8 members. • Ability to allocate tasks and work packages • Ensure that work has been completed within agreed timescales and to necessary standards. <p>Number of staff managed</p> <ul style="list-style-type: none"> • 2 to 8 members.

Accountabilities

Cornwall Council is a dynamic organisation and the particular duties and accountabilities may vary from time to time without changing the general character of the role or the level of responsibility entailed. Individual objectives will be agreed via the PDS appraisal process

- Keeps the customer at the centre of the work being carried out.
- Technical expert and in-depth knowledge and experience in at least one technology infrastructure platform or product
- Practitioner level knowledge and experience across multiple technology disciplines
- Understands the direction and emerging trends in technology products and platforms both in own area of expertise and the wider technology landscape
- Owns, maintains and collates overall technology area product roadmaps.
- Ensures product roadmaps are aligned to agreed business outcomes and assists in the prioritisation and timing of feature and maintenance delivery
- The progression of incidents and problems in line with targets and commitments held within the Service Level Agreement (SLA)
- Initiates, leads on /or contributes to formal projects and change requests, ensuring tasks are completed in a timely manner in accordance with current standards, policies and procedures
- Embraces change
- Where required acts as delegated authority for the product owner
- Act as Technical Lead in product specification, delivery, design and build activities by owning the technical aspects contributing to the overall delivery and development of the product
- Provide expert specialist advice and guidance in own area of expertise
- Lead on and own lifecycle management and performance of third party support agreements including contract negotiation and renewals according to established procurement processes
- Ensuring that provision of support from external suppliers is done in accordance with underpinning contracts. Establish, maintain and develop supplier

relationships.

- Act as escalation point for significant or major technical or product related issues
- Production and review of high- and low-level technical design documentation
- Participate in Technical Design Authority reviews and approvals
- Contribute to and work with Business Relationship team on customer discovery activities, identifying products and solutions and specifying time and material requirements
- Accurate forecasting, specification and recording of work activities. Escalating and justifying deviations from plans.
- Work with delivery managers in adopting and championing Agile methodologies
- Constantly review current tasks or activities to ensure they contribute to the next iteration of the product
- Prioritises tasks and understands business needs.
- Ensures that technical terminology is business oriented. Translates technical terminology and asks the right questions to find solutions.
- Utilises shift-left methodologies and principles to improve the technical efficacy of support services and other customer or infrastructure platform teams.
- A good team player that works effectively across teams. Is able to manage challenging relationships with internal and external teams.
- Focuses on delivering timely performance and takes responsibility for quality outcomes. Works to agreed goals and deals with challenges in a responsive and constructive way. Applies agile techniques to continual service improvement.
- Responsible for leading product teams to deliver product features or business as usual activities
- Works in a no-blame culture. Makes the right decisions or escalates at the right time based on the information and evidence available. Takes measured risks and learns from mistakes.
- Applies logical thinking and information from analysis using comprehensive tools and techniques to make and validate decisions.
- Ensure quality data exists within ICT data sets (e.g. Configuration Management System, Call Management System, Customer database)
- Progress notifications of ICT misuse
- Adhere to and champion service management policies and processes within ICT (e.g. Incident Management; Change Management; Configuration Management; Procurement)
- Be aware of and adhere to all security policies and procedures relevant to the role. Actively monitor for any potential breaches or gaps in security procedures, processes or policies and escalate accordingly.
- Assess, own and escalate risks where appropriate
- Production of documentation and processes across all environments in which the role operates
- Directing on monitoring and maintaining infrastructure platforms, networks and communication systems to ensure the health, availability and reliability of products and services.
- Lead on systems build and design in own area of expertise
- Support colleagues in both a technical and customer service capacity. Provide advice to and peer review of technical incident resolution or maintenance activity, in line with IS policy and process.

- Recording of known fixes within appropriate knowledge bases or information repositories
- Responsible for the cascading of resolutions, best practice configuration and support knowledge to colleagues across the service.
- Where required, work with Resolution Centre incident managers and peers across Technology Management disciplines to quickly and effectively resolve issues, implement workarounds and minimise downtime for customers.
- Where required, provide support activities outside of core/standard working hours for service impacting incidents, issues or outages (such as cyber security incidents, power outages, data centre failures etc). Participation in schemes across Information Services for providing extended, 24-7 and out of hours support related to engineer disciplines may be a requirement of the role.
- Provides leadership, coaching and direction to specialised engineers or external contractors either permanently or temporarily aligned to the team
- Line manages teams, burst and/or contractor resources inc PDS, development, performance reviews and other line management responsibilities.
- Undertake relevant industry-standard training to maintain a high level of relevant professional knowledge

Corporate accountabilities

Information security and governance

Manage information in line with the Council's policies, procedures and guidance on subjects such as Data Protection, Freedom of Information, confidentiality, information security and sharing, the information lifecycle and data quality, to ensure compliance and efficient and effective information governance

Safeguarding

Maintain awareness of Council policies and practices regarding the safeguarding of children, young people and/ or adults who may be at risk. Report concerns/ allegations in accordance with corporate guidance and procedures

Equality & Diversity

Work to eliminate unlawful discrimination, harassment and victimisation and report incidents as they occur. Treat everyone with dignity and respect and ensure individual's needs are met. Challenge inappropriate behaviour and language constructively, advising on alternatives so the opportunity for change can be considered

Customer Experience

Drive to continually improve customer satisfaction and maintain a clear and consistent focus on delivering outstanding customer experience

Health, Safety and Wellbeing

Proactively manage health and safety risks and lead on the creation of a positive health and safety culture to safeguard the health, safety and wellbeing of yourself and others. Understand your health and safety responsibilities and lead on compliance with council policy and procedures.

Key objectives - (To be agreed)

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Competencies and other requirements

We use the following criteria below to assess your suitability for the role; please refer to the recruitment & selection column to establish at which stage the criteria are assessed. Requirements assessed at the 'Application' stage represent the minimum essential requirement for shortlisting purposes

Behaviours	Recruitment and selection
<p>Working together</p> <p>You understand and focus on customer satisfaction and work well with colleagues and partners.</p> <ul style="list-style-type: none"> • You deliver exceptional customer service – you understand and are attentive to the needs of your customers • You listen to the views of others and seek them out • You support and show consideration for others • You work well with colleagues and partners and acknowledge the different ideas, perspectives and backgrounds of others • You are committed to the protection and safeguarding of children, young people and vulnerable adults • You share information and expertise with others • You are honest, you respect and you build relationships of trust • You share your achievements and acknowledge the achievements of others 	<p>Interview</p>
<p>Resourceful</p> <p>You apply expertise, solve problems and make improvements to deliver the best possible customer outcomes.</p> <ul style="list-style-type: none"> • You plan and organise your work and manage your time effectively • You gather relevant information, analyse it and make timely informed decisions in the course of your work • You are flexible and adaptable • You respond constructively to change • You demonstrate financial awareness relevant to the job you do • You use your initiative and are creative in problem solving • You deliver results and demonstrate commitment to serving customers 	<p>Interview</p>

<p>Personal responsibility</p> <p>You take responsibility for your work, your environment and your development.</p> <ul style="list-style-type: none"> • You are trustworthy and reliable • You pay attention to your own health, safety and wellbeing and that of others • You acknowledge errors, report them as appropriate and play your part in addressing them • You appropriately challenge unhelpful behaviour • You seek feedback and review your own contribution • You are open to change and improvement • You take responsibility for your development • You are enthusiastic about and take pride in your work • You act as an ambassador for the Council to our customers 	<p>Interview</p>
<p>Engaging leadership</p> <p>You create a healthy and engaging working environment by building trusting and supportive relationships, encouraging development, recognising achievement and tackling underperformance.</p> <ul style="list-style-type: none"> • You give clear direction, you delegate appropriately and you provide a supportive environment in which team members can learn, grow and take responsibility • You take opportunities to influence and contribute to strategic planning and development • You help your team to understand how their work contributes to delivering the Customer Service Promise and what the Council is trying to achieve • You create opportunities to interact personally with all members of your team, you actively encourage team members to share their views and concerns and you give feedback on the outcome • You take time to understand the strengths of your team and you encourage and support their development • You coach your team to fulfil their potential and recognise individual and team achievements • You identify and effectively address your responsibilities for customers, people, finance, performance and change management 	<p>Interview</p>

Knowledge, skills & experience	Recruitment and selection
<p>Customer service management (Expert) Manages customer service functions, including responding to issue reports, information requests, access. Uses results of customer satisfaction measurements to improve services and has successful relationships with customers.</p> <p>Translates 'lessons learnt' from complaint cycles into continual service improvement. Takes responsibility for the full range of customer service functions including reviewing customer service satisfaction. Investigates which processes can be automated and ways to do so.</p>	Application/Interview
<p>Service Support (Expert) Maintains and supports services.</p> <p>Demonstrates a breadth of understanding of service support.</p>	Interview
<p>Change management (Expert) Able to manage changes to service, configuration items, organisational change, supplier change and associated documentation. Able to request changes due to incidents or problems to provide effective control and reduction of risk to the security performance and availability. Ensures compliance of the business services impacted by the change. Understands policy, principles and approach. Applies understanding and knowledge in project or programme activities. Develops experience in the use of key change management tools and processes.</p> <p>Deals with high impact, complex change requests. Ensures that release policies, procedures and processes are applied.</p>	Interview
<p>Incident management (Expert) Coordinates the response to incident reports, ensuring relevant prioritisation and detail to allow effective investigation. Identifies the correct procedures or channels for resolution and monitors resolution activity and progress updates to customers. Understands key change management tools and processes.</p> <p>Leads the investigation and resolution of incidents.</p>	Interview
<p>Ownership and initiative (Expert) Takes ownership of problems and proactively resolves technical problems, ensuring that technical solutions continue to meet business requirements. Takes full accountability for actions taken and decisions made.</p> <p>Takes accountability of issues that occur and is proactive in searching for potential problems. Achieves excellent user outcomes.</p>	Application/Interview
<p>Problem management (Expert) Understands and identifies problems, analysing and helping to</p>	Interview

<p>identify the appropriate solution. Is able to classify and prioritise problems, document their causes and implement remedies.</p> <p>Ensures that the right actions are taken to investigate, resolve and anticipate problems. Coordinates the team to investigate problems, implement solutions and take preventative measures.</p>	
<p>Service focus (Expert) Maintains focus on the whole life of service delivery - designs, develops, delivers and operates. Ensures that a set of IT products, suppliers and vendors come together to deliver an IT service.</p> <p>Sees the bigger picture by taking groups of services, investigating how to get the best of underlying services.</p>	Application/Interview
<p>Technical specialism (Expert) Has an in-depth knowledge of, for example, code (application), messaging and batch management.</p> <p>Understands the direction for future technologies. Delivers a model to support and maintain those future technologies and any databases that co-exist in the current environment.</p>	Application/Interview
<p>Testing (Expert) Plans, designs, manages, executes and reports tests, using appropriate tools and techniques and works within regulations. Ensures risks associated with deployment are adequately understood and documented.</p> <p>Holds responsibility for managing testing activities within development or integration activities. Manages risks and can take preventative action when risks become unacceptable. Manages customer relations.</p>	Interview
<p>Understanding of service management framework (Working) Has an in-depth understanding of service management framework principles and processes and the ability to apply the technical knowledge in project or programme activities.</p> <p>Has a Level 3 Service Management Framework qualification and knowledge of lifecycle and / or capability elements of ITIL.</p>	Interview
<p>User focus (Expert) Understands users and can identify who they are and what their needs are based on evidence. Able to translate user stories and propose design approaches or services to meet these needs and engages in meaningful interactions and relationships with users. Puts users first and can manage competing priorities.</p> <p>Gives direction on which tools / methods to use. Is</p>	Application/Interview

experienced in meeting the needs of users across a variety of channels. Able to bring insight and expertise in how user needs have changed over time to ensure these are met by the business. Applies strategic thinking in how to provide the best service for the end user.	
<p>Troubleshooting and problem resolution (Expert)</p> <p>Has lateral thinking capability to dissect a problem to its component parts to identify and diagnose root causes. Able to troubleshoot and identify problems across different technology capabilities including computing, storage, networking, physical infrastructure, software, and COTS and open source solutions.</p>	Interview
<p>Systems integration (Expert)</p> <p>Establishes standards and procedures across a service product life cycle including the development product life cycle and ensure that practitioners adhere to this. Can manage resources to ensure that the systems integration function works effectively.</p>	Interview
<p>Systems design. (Expert)</p> <p>Can design systems characterised by high levels of risk, impact, and business or technical complexity. You control system design practice within an enterprise or industry architecture. You influence industry-based models for the development of new technology applications. You develop effective implementation and procurement strategies, consistent with business needs. You ensure adherence to relevant technical strategies, policies, standards and practices.</p>	Interview

Other requirements	Recruitment and selection
This position is subject to a criminal records disclosure check	YES - BASIC
This is a politically restricted position	NO