

Isle of Man Civil Service Job Description	
Date changed:	26/10/2023
Job Title:	Technical Operations - Security and Networks Infrastructure Engineer
Grade:	D400
Department:	Cabinet Office
Division:	GTS
Location:	Markwell House
Responsible To:	Technical Operations - Security and Networks Lead
Resources Managed:	Suppliers, Service Support Providers

Job Purpose	Main Duties and Key Accountabilities
	<p>The purpose of this role is to ensure that GTS (Government Technology Services) deliver an optimised level of IT Security and Networks infrastructure service to the Isle of Man Government. Operating, supporting and improving the IT Security and Networks infrastructure to meet agreed levels of availability and resilience.</p> <ul style="list-style-type: none"> • Be responsible for the support of IT Security and Networks operations solutions and services according to industry and organisational best practices standards. • Be responsible for the support and maintenance of the Government-wide IT Security and Networks infrastructure and the recovery of these services in the event of a service failure. • Provide technical support and assistance to colleagues and projects. • Ensure that service requirements are met and agreed service levels are achieved, reporting on the levels of security and performance as required. • Contributing to, and maintaining, technical security and networks roads maps, technical standards and operating level agreements. <p>Duties will include:</p> <ul style="list-style-type: none"> • Acting as a point of escalation for incidents and problems, • Investigations of operational security and networks system issues, identifying and implementing solutions discovered. • Providing technical expertise to enable the correct application of operational procedures, ensuring technical assurance for system upgrades and enhancements. • Co-ordinating with customers, suppliers and 3rd parties to resolve operational issues • Implementing agreed security and networks infrastructure changes and maintenance routines. • Facilitating the recovery of Security and Networks services following the resolution of incidents. • Providing technical assurance for security and networks upgrades and enhancements. • Identifying opportunities and making recommendations for improvement of Security and Networks infrastructure, services and processes. • Installation, support and maintenance of security and network infrastructure. • Data to day provisioning of access requests and incident response to Service Desk tickets. Decommissioning of redundant access. • Administration of core technologies such as Active Directory Domain Services, DNS (Domain Name System) & DHCP (Dynamic Host Configuration Protocol). • Windows client and server configuration, support in relation to access issues or assisting GTS colleagues with troubleshooting. • Linux server/appliances and MacOS configuration, support, troubleshooting.

	<p>The role holder will be expected to have experience of the following in a corporate environment:</p> <ul style="list-style-type: none"> • Experience with configuration, maintenance and administration of the following: <ul style="list-style-type: none"> • • Firewalls • • Network routers/switches • • Web Application / API protection • • Email security • • VPNs (Virtual Private Network) • • PKI (Public Key Infrastructure) infrastructure • Working knowledge of TCP/IP (Transmission Control Protocol/Internet Protocol) networking. • Experience in the use of high availability virtual servers and server farms using Microsoft Hyper-V • Experience in administration of core technologies such as Active Directory Domain Services, DNS (Domain Name System) & DHCP (Dynamic Host Configuration Protocol). • A working knowledge of Group Policy and its use in EUD (End User Device) security. • Experience of Windows client and server configuration, support, troubleshooting. • Experience of Linux server/appliances, macOS configuration, support, troubleshooting. • Experience and understanding of client to server concepts and technologies such as NTFS (New Technology File System), SMB (Server Message Block), FTP (File Transfer Protocol), SSH (Secure Shell Protocol), and similar protocols. <p>The role holder carries responsibility for the coordination and delivery of security and networks-related Technical Operations internal projects, Delivery Projects, Service Request and Incident ticket fulfilments, Work Flow Updates, Change Requests, Release Management, and the Support and Handover Process where appropriate.</p> <p>In addition, the role holder will be expected to review and make recommendations in regards to technological advancements, change to processes, procedures and policies covering all of the items and areas affected by any projects or service requests being delivered.</p> <p>The post holder shall perform such duties and observe and conform to such reasonable instructions as the Department, or person duly authorised by the Department, may from time to time give.</p>
<p>Main Activities</p>	<p>Security and Networks operation and management</p> <ul style="list-style-type: none"> • Carry out the full range of defined tasks associated with operating and controlling the Isle of Man Government Security and Networks infrastructure. This will involve the use of multiple hardware and software platforms, and both local and wide area networks. • Apply technical expertise to enable the correct application of operational procedures. Giving support and advice to less-experienced colleagues in all aspects of current and correct operational practice i.e. when new members join the team. • Ensure that all tasks and procedures are carried out effectively and efficiently to meet agreed levels of service or specific requirements of Service or Operational Level Agreements. This will include gathering and recording service level information. • Conduct investigations of operational problems – providing reports and implementing proposals for improvement. Participating in reviews of Security and Networks infrastructure performance, providing advice, and assisting colleagues or other system or service providers to plan amendments and other improvements to the infrastructure and its operation.

	<ul style="list-style-type: none"> • Written Warning D400 and above • Final Written Warning D600 and above • Suspension D600 and above <p>Capability Procedure</p> <ul style="list-style-type: none"> • Oral Warning D400 and above • Written Warning D400 and above • Final Written Warning D600 and above • Suspension D600 and above <p>Grievance Procedure</p> <ul style="list-style-type: none"> • Stage 1 D400 and above • Stage 2 D500 and above • Stage 3 D600 and above 	
Integrity	All staff of the Cabinet Office are expected to recognise that the every day business of the Cabinet Office requires the highest level of personal integrity. Each Officer has a personal responsibility to maintain the confidentiality of all Government and client information and ensure the protection of the international reputation of the Isle of Man.	
Health & Safety	It is the duty of every employee to take reasonable care for the Health & Safety of himself and others including the use of necessary devices and protective clothing and co-operate with management in meeting its responsibilities under the Health & Safety at Work Regulations. Any failure to take such care or any contravention of safety policy or managerial instructions in this area may result in disciplinary action being taken.	
Core Skills	Description	Expected Behaviour
	<p>Collaboration & communication Engages with and contributes to the work of cross-functional teams to ensure that the customer and user needs are being met throughout the deliverable/scope of work. Communicates fluently, orally and in writing, and can present complex information to both technical and non-technical audiences when engaging with colleagues, customers/users, suppliers and partners.</p>	Explains technical issues, sometimes complex, to colleagues and customers with a clear focus on the needs of the audience. Identifies gaps in our documentation and creates the necessary documents sharing own research and learning with colleagues.
	<p>Creativity & problem solving Applies, facilitates and develops creative thinking concepts or finds innovative ways to approach a deliverable. Investigates, defines and resolves complex issues.</p>	Leads and/or contributes to group discussion and put forward carefully thought out suggestions. Understands own limitations and those of the team when seeking a resolution, keeping in mind the best outcome for the customer.
	<p>Decision making Uses substantial discretion in identifying and responding to complex issues and assignments as they relate to the deliverable/scope of work. Escalates when issues fall outside their framework of accountability. Seeks specialist security or ethical knowledge or advice when required to support own work or work of immediate colleagues.</p>	Tackles a wide range of issues and assignments. Shows sound judgment in the assessment of issues, making recommendations and seeking appropriate support when necessary.
	<p>Planning & execution Exercises substantial personal responsibility and autonomy. May have some responsibility for the work of</p>	Tackles a wide range of issues and assignments. Shows sound judgment in the assessment of issues, making recommendations and seeking appropriate support when necessary.

	<p>others and for the allocation of resources.</p>	
	<p>Learning & professional development Contributes specialist expertise to requirements definition in support of proposals. Coaches colleagues in own specialism.</p>	<p>Consistently shares learning with colleagues and willingly contributes to requests for feedback where their area of expertise is involved.</p>
	<p>Learning & professional development Is able to apply the knowledge effectively in unfamiliar situations and actively maintains own knowledge and contributes to the development of others. Rapidly absorbs and critically assesses new information and applies it effectively. Maintains an awareness of developing practices and their application and takes responsibility for driving own development. Takes the initiative in identifying and negotiating their own and supporting team member's appropriate development opportunities.</p>	<p>Maintains an awareness of relevant areas of knowledge and reflects on own learning and development needs, seeking support from line manager appropriately. Supervises more junior colleagues, coaching and providing support and advice as needed.</p>
	<p>Planning & Execution Plans, schedules and monitors work to meet given objectives and processes to time and quality targets. Demonstrates an awareness to risk and an analytical approach to work. Work includes a broad range of complex technical or professional activities in a variety of contexts. Selects appropriately from, and assess the impact of change to applicable standards, methods, tools, applications and processes relevant to own specialism. Fully understands the importance and application of security and ethics to own work and the operation of the organisation. Maximises the capabilities of applications for their role and evaluates and supports the use of new technologies and digital tools. Influences customers, suppliers and partners at account level.</p>	<p>Plans own work and schedules work effectively to meet target delivery dates. Able to work flexibly and re-prioritise work as necessary. Can correctly identify when assistance is needed and present options for resource allocation and re-assignment.</p>

<p>Responsibility Levels</p>	<p>Autonomy Level 3</p>	<p>Diagnoses and solves straight forward problems and works with others to develop of effectively meet customer needs drawing from the products and services that GTS provide.</p> <p>Analyses an incident to create a work around for users while a permanent fix is found</p>
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		<p>Checks online community sources for known issues and fixes. And able to filter and apply to Government scenario.</p> <p>Recognises the limits of their personal authority and seeks appropriate support to resolve issues knowing when to escalate.</p> <p>Takes responsibility for implementing solutions and directing others in the prioritisation of tasks.</p> <p>Is able to weigh the urgency of a request against the potential impact and decide when it is necessary to push back on the timescale for a request or escalate.</p> <p>Takes the bigger picture and team goals into account when making decisions about work prioritisation and escalation.</p>
	<p>Influence Level 3</p>	<p>Can explain complex technical issues to customers and colleagues in a clear way, avoiding the use of jargon and recognising the needs of the customer.</p>
	<p>Complexity Level 3</p>	<p>Diagnoses and solves straight forward problems and works with others to develop of effectively meet customer needs drawing from the products and services that GTS provide.</p>
	<p>Knowledge Level 2</p>	<p>Prepares or assists in the preparation of learning material for new services, technology and processes.</p> <p>Take on small projects and complex work packages taking personal ownership for the delivery</p> <p>Sets aside time in their schedule for personal learning and development activities such as online webinars, following forums and reading industry articles and white papers.</p> <p>Pro-actively looks for opportunities to get involved in projects and gain experience of new technologies.</p> <p>Eager to share with colleagues insights into new tools or methods they have learnt. Promotes discussion and/or adoption of new tools and methods they believe will be beneficial.</p>
	<p>Business Skills Level 2</p>	<p>Is aware of what tasks have been assigned to them and the team and any key dependencies.</p> <p>Plans work carefully and is able to estimate outstanding effort to complete tasks and what their future capacity to take on new work is.</p> <p>Assess the impact of new requests and tasks on current work. If important deadlines or deliverables are put at risk takes action and finds ways to resolve conflicting demands keeping team goals in mind.</p> <p>Adjusts priorities, works flexibly, delegate appropriately and asks for support or escalates issues to make sure work in time and taking into account priority.</p>

**Isle of Man Civil Service
Person Specification**

Job Title: Security and Networks Infrastructure Engineer

Department: Cabinet Office, Government Technology Services

Job Summary: The primary responsibility of this role is to support the government wide IT infrastructure. Maintain and deliver technology changes to the pan-Government IT Infrastructure.

Attributes	Essential or Desirable	Method of Assessment
Credibility		
Relevant Industry qualifications: CCSA (Checkpoint Certified Security Administrator) previously held or be prepared to attain – other security-related qualifications would be helpful, but are not essential.	E	CV, Interview
Experience of security or network infrastructure support in a complex environment.	D	CV, Interview
Experience in the use of high availability virtual servers and server farms using Microsoft Hyper-V	D	CV, Interview
Experience in administration of core technologies such as Active Directory Domain Services, DNS (Domain Name System) & DHCP (Dynamic Host Configuration Protocol).	D	CV, Interview
A working knowledge of Group Policy and its use in EUD (end user device) security.	D	CV, Interview
Experience of Windows client and server configuration, support, troubleshooting.	D	CV, Interview
Experience of Linux server/appliances, macOS configuration, support, troubleshooting.	D	CV, Interview
Experience and understanding of client to server concepts and technologies such as NTFS (New Technology File System), SMB (Server Message Block), FTP (File Transfer Protocol), SSH (Secure Shell Protocol), and similar technologies/protocols.	D	CV, Interview
Experience with configuration, maintenance and administration of any the following: <ul style="list-style-type: none"> • Firewalls • Network routers/switches • Web Application / API protection • VPNs (Virtual Private Network) • Email security • PKI (Public Key Infrastructure) infrastructure 	D	CV, Interview

Working knowledge of TCP/IP (Transmission Control Protocol/Internet Protocol) networking.	E	CV, Interview
Evidence of working collaboratively within and across teams	E	CV, Interview
Shows respect and listens with interest to others.	E	Interview
Can demonstrate adapting approach where needed to take the opinions of others into account.	E	Interview
Able to express ideas effectively, explain answers clearly, carefully and respectfully listens to colleagues and customers, particularly when the answer is no.	E	Interview
Considers the impact of their actions on others and confidently manages challenging conversations with customers or colleagues to achieve positive outcomes.	E	Interview

Capability		
Demonstrable ability to anticipate problems, analyse threats and opportunities, and reach appropriate solutions	E	Interview
Can show a logical and structured approach to problem solving and fault analysis.	E	Interview
Excellent communicator who can present complex information simply.	E	Interview
Strong customer focus and will consistently think about ways to make things better for the customer.	E	Interview
Is organised and good at multi-tasking	E	Interview
Careful planner, comfortable meeting tight schedules	E	Interview
Is able to understand how the achievements of their team contribute to wider organisational objectives and priorities.	E	Interview
Has an active interest in their own field of work, keeping up to date with best practice requirements	E	Interview
Can recognise when they don't have the skill or knowledge to deal with a task and if so, find support to assist with this development need	E	Interview
Understands that we all have a responsibility to maintain the good reputation of Isle Of Man Government	E	Interview
Makes timely and sensible decisions under pressure, taking the consequences of their decision into account and acting within their level of authority	E	Interview
Will consistently think about ways to make things better for the customer.	E	Interview
Is versatile and adaptable, able to manage changing demands	E	Interview

Character		
Seeks challenge and variety from their job	E	Interview
Is curious and wants to learn, able to thrive in complex situations and identify opportunities for improvement	E	Interview
Likes to be involved and seeks to improve environment and processes	E	CV/Interview
Motivated to meet targets, able to juggle multiple tasks	E	Interview
Takes responsibility for quality of own work, learns from and supports co-workers to achieve objectives	E	Interview
Will deliver on promises made, and produce work that is accurate and relevant	E	Interview
Understands the importance of their role in representing GTS to customers and suppliers	E	Interview
Delivers work to a high standard of quality and evidence of continuing personal development by working with, listening to, positively challenging and learning from others.	E	Interview
Able to use personal experience and knowledge to assess the best course of action and act with confidence in their own ability	E	Interview
Demonstrate behaviours, attitude and performance they expect from their team	E	Interview
Work in an organised way, creating confidence in their ability to effectively complete key tasks	E	Interview

Other Requirements		
IoM worker	D	Application and Pre-employment checks
Driving licence required for this role - travel to/from GTS data centres and other sites; configuring, moving or collecting kit	E	Pre-employment checks
Satisfactory Security Clearance check	E	Pre-employment checks