Technical Discipline - Corporate Communication

Band 6
Ensure effective management and monitoring of the email system.
Ensure effective security management and related procedures.
Regular reporting and analysis of email traffic / utilisation.
Ensure responsive delivery times in accordance with email SLA.
Ensure email reliance and regular database maintenance.
Ensure effective management of the backup, restore and disaster recovery procedures for the email system.
Airwatch mobile device management design and maintenance
Ensure effective management of the Email Gateway (SEA (Sophos Email Appliance))
Sophos PureMessage Administration

Band 5
Evaluate email infrastructure for upgrades, improvements and recommendations.
Evaluate email infrastructure for upgrades, improvements and recommendations.
Ensure complete and up-to-date server documentation including data store membership and external connectors.
Provide technical expertise and training on the server / AD infrastructure, usage and troubleshooting.
Provide technical expertise and training on the server / AD infrastructure, usage and troubleshooting.
Airwatch Policy Administration and deployment
To provide the effective management and support of Anti-Virus, Anti-spam and List Server technologies.

Band 4
To provide the effective management and support of External Mail Connectors
To provide the effective management and support of Outlook Web Access server (IIS)
To provide the effective management and support of Email client technologies (Outlook 2010,365)
To provide the effective management and support of Instant Messaging Services (365)
Airwatch Device Enrollment
Troubleshoot and resolution of related faults

Band 3
To install and test client Email client technologies(Outlook 2010,2016, 365)
To provide support for Email client technologies (Outlook 2010,2016, 365)
To provide support for instant messaging services (MSN, Conferencing Server)

Band 2
To support and develop knowledge in the installation and testing of client Email client technologies (Outlook 2010, 365)
To support and develop knowledge in the installation and configuration Email client technologies (Outlook 2010, 365)

Technical Discipline - Virtualisation / Citrix

Band 6
Ensure effective management and monitoring of the VMware core system.
Ensure effective management and resolution of VM faults and fixes
Capacity planning and reporting of VM infrastructure
Ensure responsive delivery times in accordance with server SLA.
Manage Design of scalability, availability and manageability
Ensure effective management of the backup, restore and disaster recovery procedures for the VM Infrastructure.
Ensure effective management of the Citrix Xendesktop environment
Ensure effective management of the AppV environment and creation of complex packages
Management of Appsense to support the Citrix Environment
Ensure effective management and monitoring of all aspects of VM security.

Band 5
Evaluate VM infrastructure for upgrades, improvements and recommendations.
To effectively manage shared resources
Ensure complete and up-to-date documentation
Provide technical expertise and training on the VM infrastructure, usage and troubleshooting.
Deploy and Manage VM guests
Citrix Policies and how these apply to the environment
To provide the effective management and support of Backup strategy.

Band 4
To provide the effective management and support for VM guests.
To provide basic management and troubleshooting of VM infrastructure
To provide support and
To effectively use and manage Vmotion and vStorage motion
Troubleshoot and resolution of related faults

Band 3
To install and use the VM client
To have basic understanding VM infrastructure
Ability to reset Citrix Sessions
To provide basic support for users of VM infrastructure

Band 2
To support and develop knowledge in VM technologies
To support and develop knowledge of Guest VMs setup and deployment

Technical Discipline - Network Infrastructure

Band 6
Provide effective management and monitoring of the LAN / WAN infrastructure.
Ensure effective security management and related procedures.
Provide regular reporting and analysis of network traffic / utilisation
Ensure effective troubleshooting of the physical and logical network.
Ensure complete and up-to-date network documentation including fibre runs, redundant links.
Provide effective and manage wireless infrastructure
Provide effective support for Citrix Netscaler
Ensure effective disaster recovery plans for the LAN / WAN.

Band 5
Provide technical expertise and training on the network infrastructure, usage and troubleshooting.
Effective detailed communications with 3rd party organisations to manage and implement new network equipment and access points.
Ensure complete and up-to-date documentation of all network device addressing (IP addresses, subnet masks etc)
Evaluate network infrastructure for upgrades, improvements and recommendations.

Band 4
To provide network device and workstation support for hardware and network applications
To provide network troubleshooting and contingency support
To provide new and upgrade installation support with 3rd part organisations
Troubleshoot and resolution of related faults

Band 3
To provide basic network device and workstation support for hardware and network applications
To provide basic network troubleshooting and contingency support

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Band 2
To support and develop knowledge in the installation and configuration of network and workstation devices
To support and develop knowledge in the installation and configuration of network applications
To support and develop knowledge in network troubleshooting

Technical Discipline - Desktop Support Services

Band 6   Ensure effective management and monitoring of the anti-virus domain.
To provide effective management and support of:
Sophos Enterprise Console
SCCM 2012 Design, Management and Configuration
McAfee VirusShield and realted Desktop Secruity products
Provide effective support and management of server database technologies (Microsoft SQL server, Sybase SQL)
Provide technical expertise and training on installation and deployment if Microsoft and Non-Microsoft Software
To ensure Desktops are secure including port blocking and disk encryption
To develpo and set dekstop security policies (USB/Encryption/OS Application stations)
Provide technical expertise and training on the anti-virus domain infrastructure, deployment, usage and troubleshooting.

Band 5   Ensure effective deployment of VirusShield to all servers and desktops within the Trust.
Ensure all servers and desktops are configured with latest anti-virus library files.
Evaluation and testing of all new anti-virus technologies before implementation.
SCCM Package Management and Deployment
To manage desktdesktop security policices (USB/disk encryption technologies)
To manage and recommend changes to the desktop security policis and procedures
Ensure effective pro-active monitoring of current virus trends to assess potential threats.
Ensure complete and up-to-date documentation of all anti-virus domain configuration.
Provide effective support for the Pathology, Cytology and Breast Screening Data Transfer Service (DTS)
Provide operations team with skills and tools necessary to deploy workstations and peripherals.
Evaluate network desktops for both software and hardware upgrades, improvements and recommendations.
Ensure effective secure, seamless remote deployment of compatible software / operating systems to desktop clients.

Band 4   Ensure effective provision of secure remote desktop access to all servers and desktops for fault resolution and support.
Provide effective management and support for the installation, configuration and security (client / server) of all departmental systems.

Provide effective support for the iSoft system (Citrix support, user account / profile management, network printer support)
Provide effective support for the Unix operating system (networking, network printers, user accounts Telnet and FTP client applications.
Provide desktop troubleshooting for hardware, software and operating system

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Band 3
Provide Remote support for networked users
Provide basic technical expertise
Provide basic desktop troubleshooting for hardware, software, network and operating system

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Band 2
To support and develop knowledge in the installation and configuration of hardware, software and operating systems
To Support and develop knowledge in troubleshooting and resolution in hardware, software.

Technical Discipline - Disaster Recovery and Contingency

Band 6
Provide secure server backup infrastructure using imaging technology and magnetic media libraries (Arcserve)
Provide comprehensive recovery plans for main computer suites
Ensure system owners are aware of risks and recovery procedures and time scales and subsequent contingency plans

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Band 5
To provide the effective management and support of:
Disaster recovery software (Arcserve)
Robotic tape libraries.
Storage Area Network (SAN) device.
Fibre Channel disk application residing on SAN.
Periodic restores of system backups to confirm backup integrity.
Ensure effective troubleshooting of disaster recovery schedule
Ensure effective disaster recovery plans both onsite and offsite.
Provide secure storage of all software and related licences required for recovery.
Provide effective recovery of servers within agreed SLA.
Provide detailed documentation in both electronic and manual format related to disaster recovery.
Provide comprehensive recovery plans for individual servers
Provide comprehensive recovery plans for backend servers and departmental servers

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Band 4
Backup and restore of files, folders, workstations and server applications
Backup and restore of Microsoft server Applications (SQL, SMS Server)
Basic Media management
Knowledge of Image and sector level backups and services

Band 3
Backup and restore of files, folders and workstations
To support and develop knowledge in Disaster Recovery Planning

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Band 2   To support and develop knowledge in Disaster Recovery Planning
             To develop knowledge to backup and restore files, folders and workstations

Technical Discipline - Active Directory and Appsense System Support

Band 6   Provide effective management and monitoring of Microsoft Active Directory Domain infrastructure.
             Provide effective management and technical design changes of Appsense Management Suite
             Provide technical expertise and training on the server / AD infrastructure, usage and troubleshooting.
             Provide comprehensive AD design and development plans
             Evaluate server / AD infrastructure for upgrades, improvements and recommendations.
             Provide penetration and security testing on servers and network using 3rd part tools
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Band 5   To provide the effective management and support of:
             Microsoft Windows 2012 TCP/IP infrastructure (DHCP, WINS and DNS).
             All Active Directory account information ensuring it conforms to the NHS Directory Service standards.
             All Windows 2012 security accounts (inc Exchange Mail Accounts), security groups, email distribution lists, NTFS shares permissions.
             Safecom Print Management
             Windows 2012 Group Policy Objects for security and software installation.
             Windows 2012 Remote Installation Services.
             Windows 2012 Profiles and Folder Redirection.
             Windows 2012 Certificate Services.
             Active Directory / NHS Directory Connector Service.
             Provide effective management and monitoring of Microsoft Active Directory Domain infrastructure.
             Ensure effective Operating System security patches for servers/desktops and essential upgrades.
             Provide effective performance tuning / monitoring of Windows 2003/8 Active Directory Domain structure (inc use of third party tools)
             Ensure complete and up-to-date server documentation including group membership and system owners and hardware / software inventory.
             Provide the installation / configuration of hardware for file and application servers.
             Provide configuration and support for the system and security patch via patch management infrastructure
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Band 4   Provide support for Windows 2012 user and computer accounts

Provide troubleshooting and support for AD Deployed Software
Provide troubleshooting and support in patch management
Provide day -to-day operation of system and security patch via patch management infrastructure

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Band 3   To support and develop knowledge in the configuration and design of a Windows 2012 active directory infrastructure
To support and develop knowledge in the configuration of intellimirror and Software Deployment via GPO
To support and develop knowledge in installation and configuration of patch management

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Band 2   To support and develop knowledge in the configuration and design of a Windows 2012 active directory infrastructure
To support and develop knowledge in the configuration of intellimirror and Software Deployment via GPO
To support and develop knowledge in installation and configuration of patch management

Technical Discipline - Security and Firewall Technologies

Band 6   Ensure effective management and monitoring of the firewall/s infrastructure (Checkpoint Firewalls, SecurID, CISCO ISDN Routers)
Ensure effective management and monitoring of the remote access infrastructure (Shiva, VPNs, Checkpoint Firewalls, SecurID)
Ensure gateway reliance, minimise downtime with load balancing and clustering infrastructure.
To provide the effective management and support of:
Checkpoint Firewall Security Policy.
Checkpoint, Shiva and SecurID security accounts.
Secure connections to / from NHSNet and to the Internet using Network Address Translation (NAT)
Secure Connections from remote users via the AccessGateways, Bband VPN using token based authentication and VPN technologies.
Web browsing, Web caching and Web access security (Sophos UTM)
Evaluate firewall/RAS infrastructure for upgrades, improvements and recommendations.
Effective detailed communications with 3rd party organisations to enable the secure connections between the Trust and the 3rd party.
Ensure complete and up-to-date documentation of –
security policies, account information, TCP/IP address information and change control information.
Provide technical expertise and training on the firewall/RAS infrastructure, usage and troubleshooting.

Band 5   Provide basic troubleshooting and support of firewall infrastructure
Provide basic troubleshooting and support of remote access infrastructure

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Band 4   Awareness of flow of traffic and information through firewall / remote access gateways

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Band 3   Awareness of flow of traffic and information through firewall / remote access gateways

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Band 2   Awareness of flow of traffic and information through firewall / remote access gateways

Technical Discipline - Project and System Development

Band 6
SQL and Access database installation and configuration
SQL and Access database design, development and support
Programming ability in one or more languages (HTML, ASP, VB, .NET, C)
Advanced Server and Database Scripting
Advanced Server and Database Reporting
Manage and support large scale I.T projects

Band 5
Basic SQL and Access database installation and configuration
Basic SQL and Access database design, development and support
Some Programming ability in one or more languages (HTML, ASP, VB, .NET, C)
Server and Database Scripting
Server and Database Reporting
Support large scale I.T projects

Band 4
Provide basic troubleshooting and support for SQL and Access Database
Provide basic Server and Database scripting
Support I.T projects

Band 3
Provide basic troubleshooting and support for SQL and Access Database
Provide basic Server and Database scripting
Support I.T projects

Band 2
Develop knowledge to provide basic troubleshooting and support for SQL and Access Database
Develop knowledge to provide basic Server and Database scripting

Support I.T projects

Technical Discipline - Designing and Building of Server Technologies (Hardware & Software)

Band 6   Ensure effective management and monitoring of the server infrastructure (hardware and software)
Advances support and development of the server infrastructure (hardware and software)
Ensure security, resilience, minimise downtime to a high level for server hardware and software
To provide the effective management and support of:
New 3rd party companies server installations
Internal corporate servers services (inc email, file and print services, network support services)
Ensure complete, secure and timely server backups (in conjunction with Disaster recovery policy)
Liaise with 3rd part maintenance companies to resolve hardware and software issues
Evaluate server technologies for upgrades, improvements and recommendations.
Effective detailed communications with 3rd party organisations to enable the secure connections between the Trust and the 3rd party.
Ensure complete and up-to-date documentation of –
security policies, account information, TCP/IP address information and change control information.
Provide technical expertise and training of the server infrastructure, usage and troubleshooting.
Build troubleshoot and support windows 2003/8 cluster services
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Band 5   Provide troubleshooting and support of server hardware and software
Provide development and upgrade of server hardware and software
Provide server hardware and software design in conjunction with senior technical staff
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Band 4   Awareness of server technologies and basic-Medium troubleshooting skills
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Band 3   Awareness of server technologies and basic troubleshooting skills
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Band 2   Awareness of server technologies

Technical Discipline - Designing and Building of SAN and Storage Technologies (Hardware & Software)

Band 6
Ensure effective management and monitoring of the storage infrastructure (hardware and software)
Advances support and development of the storage infrastructure (hardware and software)
Ensure security, resilience, minimise downtime to a high level for storage hardware and software
To provide the effective management and support of:
VM Guest servers installations and maintenance
Windows 2003/8 Cluster Services
Ensure complete, secure and timely storage backups (in conjunction with Disaster recovery policy)
Liaise with 3rd part maintenance companies to resolve hardware and software issues
Evaluate storage technologies for upgrades, improvements and recommendations.
Maintain and install SAN switching fabric
Ensure complete and up-to-date documentation

Band 5
Provide troubleshooting and support of SAN hardware and software
Help Provide development and upgrade of SAN hardware and software
Provide server hardware and software design in conjunction with senior technical staff

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Band 4
Awareness of server technologies and basic-Medium troubleshooting skills

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Band 3
Awareness of server technologies and basic troubleshooting skills

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Band 2
Awareness of server technologies