

## Job description

<b>Job title</b>	Compliance and Support Engineer
<b>PBL Directorate</b>	Project & Logistics
<b>Pay Band</b>	CL3
<b>Responsible to</b>	Head of Project Management & Logistics
<b>Base/location</b>	Porton Down
<b>Hours/sessions per week</b>	37.5 Hours
<b>Job type</b>	Permanent

### INTRODUCTION

Porton Biopharma Ltd (PBL), Porton Down has approximately 350 staff, performing a range of process and analytical development, production, quality control and quality assurance roles associated with the development and manufacture of biopharmaceuticals.

The Company carries out the manufacture of Erwinase and Anthrax Vaccine, as well as contract manufacturing projects.

PBL was created in April 2015 and was formally the Production and Development department with Public Health England (PHE). PBL is currently totally reliant on Public Health England (PHE) for ICT infrastructure and support. As the two organisations have diverging businesses PBL is progressing to an end point of independence from PHE.

In support of this transfer of ownership for IT support and infrastructure to PBL and in particular to address the GMP requirements of PBL this post has been introduced.

### JOB SUMMARY

The ICT Engineer will provide technical expertise in the configuration, implementation and qualification of PCs and local area networks within the shared PHE/PBL ICT environment. PBL requires a GMP-compliant infrastructure and the primary focus for this role will be ensuring this is achieved and maintained. The engineer will be supported and guided jointly by PBL's computer systems validation (CSV) experts and PHE's ICT engineers.

When time allows this role may be a point of contact with PBL users to provide the support, guidance and advice to allow PBL users to work on the PHE network without disruption. The role holder will assist in the configuration and connection of PBL end-user devices to PHE internal networks in order to provision all relevant network facilities, so as to support the achievement of PBL business objectives.

Initially they will be line managed by senior PHE ICT managers to deliver activities defined by the PBL manager responsible for ICT. The post holder may be physically located with the PHE ICT group and supported by their expertise.

## **Communication and key working relationships**

### Internal

- Line managed by PHE ICT manager
- Objective setting with PBL ICT Director
- Guided by PBL CSV professionals regarding ICT Qualification matters
- Customers within PBL at all levels.
- Engineers in the PHE ICT Department
- PBL Senior Managers
- PBL and PHE IT system owners

### External

- Relevant suppliers of hardware, software and services
- Maintenance organisations
- Regulatory agency audit staff

## **MAIN DUTIES AND RESPONSIBILITIES**

- Working within the PHE ICT support organisation to deliver PBL-focused projects and services to improve GMP compliance, business effectiveness and customer experiences for PBL business operations.
- Understanding the GMP implications of their work and mitigating against risks identified.
- To be trained and maintain training as required for GMP compliance.
- To comply with PBL and PHE policies while working with PHE and PBL managers and stakeholders to identify and help resolve priority, procedural or policy conflicts.
- To assist PHE ICT Engineers in providing a high quality of customer service and support that ensures authorised PBL staff can access PHE ICT services, as required, using properly configured and reliable devices.
- As a secondary function, support PHE's ICT Second-line Support engineers to ensure that PBL users receive a consistent level of support, working within agreed service levels as necessary to minimize the time for identifying and fixing user-reported problems.
- Configuring and commissioning PC hardware and software as required, while securely retaining master copies of installed software and maintaining software licencing compliance according to PHE and PBL policies.
- Support PC network hardware and software components as required, to maximize the availability of PHE facilities to PBL users.
- Providing administration and technical support for server operating systems and applications, and for network management software including support for all networked services (e.g. email, Internet access, etc.). Managing local backup procedures and the security of backup data and media.
- Administration of user accounts to ensure required s/w licences are allocated to the correct staff and for network access, including creation of accounts, modification of user permissions, and removal of accounts of staff leaving PBL.
- Ensuring compliance with PHE ICT Security Policies in all PC and LAN usage across PBL including, where necessary, installing and maintaining up-to-date PHE-standard

virus protection software on PBL PCs and servers in PHE as directed by the Senior Engineer, or other relevant manager.

- To maintain awareness of technical developments in PC and PC network hardware and software with a view to providing advice to the appropriate managers on suitable technical strategies for PBL.
- To conduct such work as directed by line management consistently with company standards and to agreed time scales.

### **Other**

- The above is only an outline of the tasks, responsibilities and outcomes required of the role. You will carry out any other duties as may reasonably be required by your line manager.
- The job description and person specification may be reviewed on an ongoing basis in accordance with the changing needs of PBL.
- It should be noted that the work of PBL is of a confidential nature and must not be communicated to other persons except where required for authorised purposes.

### **Professional development**

You should pursue a programme of continuous professional development in accordance with any relevant professional registration or statutory requirements, while maintaining appropriate awareness of service provider requirements.

## Person specification

Description	Essential	Desirable	Assessment
<b>Eligibility</b>			
Current, Valid Right to Work in the UK	✓		A/I
<b>Qualification</b>			
Educated to degree level in relevant subject or equivalent level of experience of working at a similar level in a specialist area.	✓		A/C
Formal technical qualification, e.g. MCSE or equivalent.		✓	A/C
<b>Knowledge and experience</b> Experience as defined by type/level (not length)			
Substantive experience in a technical support role, supporting PC hardware and software and PC networks	✓		A/I
Experience of hardware configuration and LAN connectivity	✓		A/I
Experience/knowledge of PC and LAN hardware devices	✓		A/I
Experience/knowledge Networking protocols, particularly TCP/IP		✓	A/I
Experience/knowledge of Ethernet		✓	A/I
Experience/knowledge Microsoft operating systems and network software	✓		A/I
Experience/knowledge Microsoft application software	✓		A/I
Experience and understanding of evaluating and measuring the performance of IT systems		✓	A/I
Knowledge of project management		✓	A/I
Working knowledge of Microsoft Project ECDL		✓	A/I
Experience/knowledge of VMWare virtualization technologies		✓	A/I
<b>Skills and capabilities</b>			
Clear communicator with excellent writing, report writing and presentation skills; capable of constructing and delivering clear ideas and concepts concisely and accurately for diverse audiences	✓		A/I
Evidence of excellent customer service skills and a commitment to improving services and performance for end users.	✓		A/I

Skills for communication on complex matters and difficult situations, requiring persuasion and influence	✓		A/I
Skills for nurturing key relationships and maintaining personal networks	✓		A/I
Ability to analyse and interpret information, pre-empt and evaluate issues, and recommend an appropriate course of action to address the issues	✓		A/I
Problem solving skills and ability to respond to sudden unexpected demands	✓		A/I
Ability to engender trust and confidence and demonstrate integrity in the provision of advice and support	✓		A/I
Intermediate keyboard skills	✓		A/I
Ability to work on own initiative and organise own workload without supervision working to tight and often changing timescales	✓		A/I
<b>Equality and diversity</b>			
An understanding of and commitment to equality of opportunity and good working relationships, both in terms of day-to-day working practices, but also in relation to management systems	✓		I
<b>*Assessment will take place with reference to the following information</b>			
<b>A = Application form                      I = Interview                      C = Certificate                      T = Test</b>			

**Job description agreed with the post holder:**

Employee signature: ..... Date:.....

Print name:.....

Manager's signature:..... Date:.....

Print name:.....