

Wirral Council: Job Role Descriptor

Job Role:	Assistant ICT Technician
Services:	ICT Services
Reports to:	Team Leader/Group Leader
No. of Subordinates:	0
HR USE ONLY	
Job Role Ref:	CSUP
Job Family:	Corporate Support
Grade:	Band E

JOB ROLE PURPOSE

Assist members of the team with the delivery of a wide range of operational Information and Communications Technology (ICT) activity across the Council and with partners within specific realms of technical expertise. Following agreed procedures and directly discharging allocated tasks under some supervision.

KEY TASKS

1. Assist the team in keeping ICT Services operational.
2. Assist the team in the support of the installation, configuring, developing, maintaining and repair of hardware, software, systems and services.
3. Assist with 3rd party delivery of software and hardware, systems, services and support.
4. Assist with the procurement, specification and evaluation of small scale software, hardware products, systems, services and support.
5. Provide support to ICT colleagues and advice, guidance and training as appropriate to users/customers outside of ICT Services.
6. Assist with the development and implementation of the Council's ICT Service.
7. Liaise with customers to schedule "go live" dates.
8. Multi-task and prioritise workload as referred to them by the ICT Technician.
9. Assist with keeping data accessible and secure – 'information governance'.

KEY RESPONSIBILITIES

People

No responsibility for supervision of staff but helps and supports ICT Service staff within team.

Develop constructive working relationships with colleagues and customers.

Financial

No direct budget responsibility.

Assist in information gathering in their area of work to maximise the management of the overall ICT budget.

Procure approved goods on behalf of the Council from an agreed budget.

Strategic

Expected to adhere to procedures.

Assist with contribution to the overall development and improvement of ICT Services by sharing ideas, knowledge, identifying problems and suggesting possible solutions as appropriate.

Resources

Assist in the configuration, operation and maintenance of ICT systems and services as instructed.

Follow corporate procurement guidelines to contribute towards ensuring the best use of both the central ICT and Council departmental budgets and provide technical input into ICT tender documents.

Contribute to the accuracy and security of information and to the overall business continuity and ongoing support of ICT systems and services.

Planning and Organising

Planning horizon up to 6 months.

Prioritise workload with the assistance of the ICT Technician.

Follow ICT support processes and procedures.

Decision Making

Work under some supervision.

Assist the ICT Technicians to resolve customer issues arising from reported support requests and faults, help in identifying issues before they arise where possible using appropriate monitoring tools.

Escalate complex problems to manager/other technical support colleagues/groups depending on risk and impact.

EXPERIENCE, QUALIFICATIONS, KNOWLEDGE AND SKILLS

Essential Criteria

Qualifications:

- Attainment or working towards a professional, academic or industry standard qualification relevant to the realm of technical expertise for the role (minimum GCSE level or equivalent and/or working towards NVQ Level 3 or equivalent).

Knowledge & Skills:

- Analysis of user requirements.
- Knowledge of 3rd party providers' services, ordering and fault reporting procedures.
- General awareness of typical ICT infrastructure components and topology.
- Appreciation of incident and request management logging systems.
- Appreciation of remote support tools.
- Excellent customer service skills.
- Ability to work to deadlines.
- Good level of literacy and numeracy.
- Good interpersonal and communication skills.

Experience:

- Producing technical specifications for ICT hardware, software, systems and services.
- ICT system configuration, installation, development and programming.
- ICT system support and fault finding.
- Liaising with system and service owners and suppliers.
- Assessing the business impact of individual and common service incidents, assigning priority and setting customer expectation.
- Providing technical ICT support to a large corporate customer base over distributed sites, including home workers as appropriate.
- Logging, updating and closing service incidents and requests.
- Prioritising own workload effectively in order to meet service level agreements and key project milestones.
- Customer focused approach to resolving service incidents including providing workarounds for follow up where possible.
- Ability to appreciate and work to agreed standards.

Desirable Criteria

Knowledge & Skills:

- Demonstrable technical knowledge of the detailed hardware, software, systems and services within the specific technical realm of the role.

Experience:

- Proven experience of the detailed hardware, software, systems and services within the specific technical realm of the role.

ADDITIONAL WORK ELEMENTS

Exercise a degree of flexibility to ensure business continuity – e.g. out of hours support, development and implementation stages etc.

Handle and lift ICT equipment. The regularity depends on project/ work area.

Ability to travel across the Borough (job role has access to Council vehicle).

Adherence to site standards and procedures.

NOTE:

The job role holder may be required to undertake other reasonable duties commensurate with the job role descriptor grade as directed by the Head of Service.

This job role descriptor will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the job role holder. It is not a definitive statement of procedures and tasks, but sets out the main expectations of the Service in relation to the job role holder's responsibilities and duties.

Elements of this job role descriptor and changes to it may be amended in light of organisational and service requirements.

Signed Head of Service

Date

Mike Zammit, Chief Information Officer

1st June 2015