

Wirral Council: Job Role Descriptor

Job Role:	ICT Technician
Service:	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 G

JOB ROLE PURPOSE

Support the Senior ICT Technician in the delivery of Information and Communications Technology (ICT) Services including technical activity within specific realms of technical ICT expertise providing support, advice and guidance to Assistant ICT Technicians.

KEY TASKS

1. Assist and be responsible for helping keep ICT Services operational.
2. Assist and be responsible for installing, supporting, configuring, developing, maintaining and repairing hardware, software, systems and services.
3. Lead on small projects, support larger projects and liaise with the key partners of these projects.
4. Negotiate and liaise in the 3rd party delivery of software and hardware, software, systems and services and support for complex environments.
5. Procure, specify, evaluate and recommend software, hardware products, services and support.
6. Provide technical advice, support, guidance and training to ICT colleagues and users/customers outside of ICT Services.
7. Support the development and implementation of the Council's IC Service.
8. Negotiate and liaise with customers to schedule "go live" dates and identify resources
9. Multi-task and prioritise own workload
10. Keep data accessible and secure – 'information governance'.

KEY RESPONSIBILITIES

People

No responsibility for supervision of staff.

Allocates work to Assistant ICT Technicians assigned to a specific project.

Offers support, advice and guidance to users/customers and to ICT colleagues.

Provide advice, build and develop constructive working relationships with users/customers and to ICT colleagues and other stakeholders and councillors.

Assists in the planning and negotiating downtimes when ICT systems can be supported and upgraded with the business and ICT colleagues.

Act as mentor/point of contact for initial escalation of technical expertise/knowledge transfer.

Financial

No direct budget responsibility.

Financial options appraisal and recommendation – to contribute to input and evaluation of tenders

Gather information in their area of expertise to maximise the management of the overall ICT budget.

Procuring approved goods on behalf of the service and from an agreed budget.

Strategic

Follow procedures and write documentation for ICT processes and procedures and assist in ensuring Assistant ICT Technicians adhere to them.

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

Assist in identifying the latest trends and best practice, recommending and introducing them to the service to align key prioritised and objectives as set out in the Council's corporate plan.

Resources

Configure, operate and maintain ICT systems and services within their specific technical realm of expertise and knowledge.

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 is up to a year.

Assist in planning work for Assistant ICT Technicians and key partners external to the ICT Service.

Help to prioritise team workloads and ensure deadlines are achieved within the agreed service performance targets and to manage conflicting demands.

Decision Making

Work with minimal supervision.

Escalate more complex problems between the levels of officers/other technical support groups within ICT relating to complexity and technical expertise depending on risk and impact.

Resolve customer/service issues arising from reported support requests and faults, identifying issues before they arise where possible using appropriate monitoring tools.

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 A Level or equivalent and/or working towards NVQ Level 4 or equivalent).
- Good literacy and numeracy.
- Good interpersonal and communication skills.

Knowledge & Skills:

- Able to analyse user requirements to design, specify, install, develop & support ICT hardware, software, systems and services.
- Good communication and proven customer service skills.
- Create, monitor and maintain working standards and documentation.
- Able to influence and negotiate with 3rd party support to resolve incidents.
- Able to work to deadlines in a fast paced environment.
- Able to share technical skills with other IT support staff, delivering training to individuals and/or in group workshops.
- Detailed knowledge of typical ICT infrastructure components and topology.
- Able to specify and install hardware and software system enhancements/upgrades.
- Point of contact for other officer's technical issues.
- Able to identify issues for resolution including reoccurring problems and providing and managing the solution. Provide evidence of logical/problem solving abilities.

- Able to identify and resolve software, hardware and configuration issues.
- Able to implement technical solutions to improve service to customers.
- Able to help to identify improvements.
- Able to use incident and request management logging systems.
- Able to self-educate from technical documentation.

Experience:

- Liaison with system and service owners and suppliers.
- Assessing the business impact of individual and common service incidents, assigning priority and setting customer expectation.
- Managing own and supporting the management of team workloads in line with service level agreements and targets.
- Working with first, second and third line IT support teams to progress resolution of incidents and requests in accordance with service level agreements.
- Project management of the small scale implementation of hardware, software, systems and services.
- ICT Systems design, configuration, development and programming.
- ICT System support, fault finding, and solution management.
- Experience of 3rd party providers' services, ordering and fault reporting procedures.

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

A degree of flexibility to ensure business continuity – out of hours. Development and implementation stages etc.

Handle and lift heavy ICT equipment and may work in awkward positions to ensure installation of the equipment. The regularity depends on project/ work area.

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

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