

Hertfordshire County Council

Job Outline



JOB TITLE: Support Engineer
GRADE: H8
REPORTS TO: Senior Support Engineer
TEAM: Digital Services
DEPARTMENT: Community Protection

Purpose of the Job

Supporting of all applications, infrastructure and communications equipment for Community Protection Directorate (CPD) and Fire Collaboration (FC). Assist in the continuous replacement programme of applications, infrastructure and communications equipment for CPD and FC this will include gathering user requirements and creating specification, assisting in procurement and implementing new infrastructure and communications equipment.

Main Areas of Responsibility

- Supporting all CPD and FC users, applications, infrastructure and communications equipment through Infrastructure Technology Information Library (ITIL) Service Operation activities including: Incident, Problem, Change, Release, Configuration management processes via the service desk
- Supporting the following applications, infrastructure and communications equipment but not limited to in house and 3rd Party software, Microsoft technologies, Windows Servers, SQL Servers and clusters, Data replication, PowerShell, System Centre, Office suite, Hyper V and clusters, desktops, laptops, tablets, printers, mobile data terminals, mobile phones, pagers, Packnet, PSTN, WAN, Paging Network, Radio, Telephony, Voice Recorder, ICCS, VPNs, Firewall, Active Directory, Group Policy, Virtualisation Technology, Backups net, APN's, operational Wi-Fi, 3G/4G, GPRS, GPS, Satellites and any other specialist equipment
- Be the first point of contact for users, internal and external stakeholders and 3rd Party providers to the Digital Services team
- Work and liaise with users, 3rd party providers, stakeholders and other team members to resolve or escalate technical issues and problems
- Carry out proactive and planned maintenance on applications, infrastructure and communications equipment for CPD and FC this may include patching servers and applications, checking logs for errors and trends and implementing upgrades

- Gathering user requirements and specification for new applications, infrastructure, communications equipment and keep up to date new ways of working and new work procedures
- Assist on procurement and projects by completing allocated tasks
- Able to carry out research to find solutions to issues and problems and to cascade this information to the team
- Responsible for maintaining an accurate inventory of all Digital Services Asset
- Digital services provide support 24 hours a day, 365 days a year. The post holder would be expected to work as a part of the Out of Hours team
- Digital Services staff are expected to work in a matrix structure
- Deputise for Senior Support Engineer as requested.

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

Person Specification

Please provide a supporting statement which includes examples and evidence of when you have demonstrated the attributes listed below.

You will be expected to address each point separately and in the order listed.

If you do not complete a full supporting statement in the requested format, your application may be rejected.

- Confident working both on own and within a team environment
- Good understanding of current technologies and the leveraging of ICT to deliver business benefits
- Proven research and complex problem solving abilities
- Must possess strong communication and organizational skills
- Must be a person willing to share information and work in a small multi-disciplinary environment
- Able to manage own workloads in line with Digital Services priorities
- Understanding of and commitment to quality and customer care principles and practices
- Motivated and able to show a good degree of initiative, especially in regards to resolving issues and proven in research and complex problem solving abilities
- Able to explain technical processes to non-technical staff
- Able to understand what users require and create technical requirements from their needs
- Flexible attitude, confident, assertive, and able to work under pressure
- Awareness of budgets and the importance of delivering services and projects to timescale and cost
- Analytical and problem solving skills to analyse to problem solve, create and develop solutions and ideas to achieve goals
- An understanding of and commitment to Health and Safety in the Workplace
- Demonstrates HCC's values and behaviours

- A full clean driving license is required and car to travel to all sites across Hertfordshire
- A full Security Check (SC) may need to be under taken.

Qualifications

- Experience working in an ICT/IT support role
- Previous experience supporting either applications, infrastructure and communications equipment
- Relevant IT qualification in connection to this post
- Experience of ITIL
- Experience of IT procurement and projects
- ITIL Foundation Certification Qualifications (or similar).

Equality and Diversity

Hertfordshire County Council is determined to take action to ensure that our belief in diversity and equality of opportunity is integral to everything we do. It will inform every area of activity; from the way we provide services to the way we employ our staff. It is a central responsibility of all councillors, managers, staff and partners. The council's equality policy 'Putting People First' is available on hertfordshire.gov.uk, on the internal intranet or from your line manager.

Health and Safety

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.