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 | **POST TITLE:** | **ICT Technician - Corporate** |
| 1. **2.**
 | **POST NUMBER:**  | ICT |
| 1. **3.**
 | **GRADE:**  | Grade 5**Job Evaluation Reference Number: N6721**  |
|  | **LOCATION:** | Your normal place of work will be Meadowfield however, you may be required to work at any local authority office in County Durham |

1. **RELEVANT TO THIS POST:**

**Flexible Working:** A rota system is in operation to cover 8:00am to 6:00 pm. Subject to service needs the council’s flexible working policy is applicable to this post

**DBS** This post is subject to basic disclosure (Disclosure Scotland)

1. **ORGANISATIONAL RELATIONSHIPS:**

The post holder will be accountable to one of the Operations Team Leaders

1. **DESCRIPTION OF ROLE:**

To provide support to the Head of Service and other senior managers in their endeavours to sustain a quality, efficient and effective ICT service and contributing towards the development and direction of ICT Services. To provide ICT technical skills to provide customers and other ICT staff with relevant support and assistance.

1. **DUTIES AND RESPONSIBILITIES *SPECIFIC* TO THIS POST:**

Listed below are the primary responsibilities of this role

* The post holder will install, support, maintain, repair and manage ICT hardware, software and peripheral equipment and provide technical support to customers and ICT staff
* The post holder will deliver ICT support services to our customers, including installations and commissioning of ICT systems.
* The post holder will collect and deliver materials and equipment for our customers as required by the service schedule
* The post holder will take ownership of user incidents and be proactive when dealing with user issues.
* The post holder will maintain a high degree of customer service for all support queries and adhere to all service management principles.
* The post holder will ensure all calls are updated on the call logging system in accordance with the requirements of the service
* The post holder will maintain accurate manual and electronic records relating to all work carried out and produce relevant documentation where appropriate
* The post holder will assist with monitoring and review of system performance and the production of relevant reports and statistics.
* The post holder will contribute to Development of Policies and Procedures to support operational requirements.

The generic responsibilities which will be undertaken in support of the above work include the following (if applicable)

* Play a positive role in encouraging customers to provide feedback and in using that feedback to improve services.
* To contribute to the analysis of service delivery with a view to improving service delivery and the implementation of generic working.
* Have a flexible approach to the work required to be undertaken, to assist other staff and ensure that the needs of the customer are met.
* Be expected to work outside normal office hours on an organized basis to ensure availability of support between 8.00am and 6.00pm, Monday to Friday.
* Be expected to work outside normal office hours from time to time as the demands of the post and emergencies dictate.
* The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the head of service or senior managers.

**Communications**

* Observe and adhere to the communications standards in operation within the Service.
* Promote and improve communications within the Group and with other Groups.

**Performance management**

* Meet agreed performance standards in relation to the post.
* Ensure work carried out by the Group follows agreed procedures.

**9. COMMON DUTIES AND RESPONSIBILITIES:**

9.1 **Quality Assurance**

To set, monitor and evaluate standards at individual, team performance and service quality so that the user and the Service’s requirements are met and that the highest standards are maintained.

 To establish and monitor appropriate procedures to ensure that quality data are reported and used in decision making processes and to demonstrate through behaviour and actions a firm commitment to data security and confidentiality as appropriate.

9.2 **Communication**

To establish and manage the team communications systems ensuring that the Service’s procedures, policies, strategies and objectives are effectively communicated to all team members.

9.3 **Professional Practice**

 To ensure that professional practice in the team is carried out to the highest standards and developed in line with the Service’s stated objectives of continual improvement in quality of its service to internal and external customers.

9.4 **Health and Safety**

Manage health and safety in their area of responsibility in accordance with the relevant section(s) of the Corporate/Service Health and Safety Policy and to ensure that the Health and Safety policy, organisation arrangements and procedures as they relate to areas, activities and personnel under your control are understood, implemented and monitored.

9.5 **General Management (where applicable)**

To provide vision and leadership to staff within a specialist team, ensuring that effective systems are in place for workload allocation and management, the application of the Authority’s and the Service’s policies and procedures, including those relating to equality, supervision and appraisal and all aspects of their performance, personal development, health and welfare.

9.6 **Financial Management (where applicable)**

To manage a designated budget (as required) ensuring that the Service achieves value for money in all circumstances through the monitoring and control of expenditure and the early identification of any financial irregularity.

9.7 **Appraisal**

 All members of staff will receive appraisals and it is the responsibility of each member of staff to follow guidance on the appraisal process.

9.8 **Equality and Diversity**

As an organisation we are committed to promoting a just society that gives everyone an equal chance to learn, work and live free from discrimination and prejudice.  To ensure our commitment is put into practice we have an equality policy which includes responsibility for all staff to eliminate unfair and unlawful discrimination, advance equality of opportunity for all and foster good relations.

       These policies apply to all employees of Durham County Council.

9.9 **Confidentiality**

 All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.

All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and using Council information assets. The Council has a Personal Information Security Policy in place.

9.10 **Induction**

The Council has in place an induction programme designed to help new employees to become effective in their roles and to find their way in the organisation.

Person Specification

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|  | **Essential** | **Desirable** | **Method of Assessment** |
| Qualification | * NVQ Level 3 or equivalent in Computing or related discipline
 | * Relevant technical qualifications/training.
 | * Application form
* Selection Process
* Pre-employment checks
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| Experience | 1. Minimum of 6 months experience of supporting PC based systems
2. Experience of one of the following areas
* Support and maintenance of ICT equipment
* Repair of ICT equipment.
* Maintenance and repair of AVA equipment.
* Installation of computer networks and network cabling including whiteboards and projectors.
 | * Previous ICT experience in a support role
* Relevant in-service training
* Experience in a Customer Service role
1. Experience of assembly, installation and commissioning of computer systems.
* Experience of working in an ICT support environment
 | * Application form
* Selection Process
* Pre-employment checks
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| Skills/knowledge | 1. ICT Skills
2. Knowledge of the technical work of an ICT department
3. Ability to work as part of a team
4. Ability to communicate effectively, both orally and in writing
5. Ability to work with limited supervision
6. Ability to plan and organise work
7. Commitment to quality
8. Commitment to customer services
 | 1. Knowledge of relevant Computer Systems (e.g. Microsoft Office)
2. Knowledge of Microsoft Operating Systems
3. ICT Software skills.
4. General awareness of recent developments in education, including legislation.
5. Negotiating skills.
6. Ability to work within a client environment.
7. Ability to travel between sites.
 | * Application form
* Selection Process
* Pre-employment checks
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| Personal Qualities | * Access to a car or means of mobility support (if driving then must have a current valid driving licence and appropriate insurance).
* May be required to work outside of normal office hours.
* Pleasant manner when dealing with colleagues and customers
* Tactful, discreet
* Flexible approach
* Willingness to learn
* Enthusiastic, self-motivated
 |  | * Application form
* Selection Process
* Pre-employment checks
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