



APPLICATION FOR EMPLOYMENT

Thank you for the interest you have shown in the vacancies within Stockton on Tees Borough Council.

Completed forms can be e-mailed to recruitment@xentrall.org.uk or posted to **Xentrall Recruitment Services, PO Box 891, Stockton on Tees, TS19 1JT**, marking the envelope in the top left hand corner with the post reference number.

In accordance with our recruitment procedures, your application will only be considered if it is received on or before the closing date as shown in the advertisement.

In the interests of economy, applications received via the post are not automatically acknowledged. If you require confirmation that your application has been received please enclose a stamped addressed envelope or telephone 01642 526992.

If you have not been contacted within 4 weeks of the closing date for receipt of applications, please assume that on this occasion your application has not been successful.

ICT Service Technician

Vacancy ID: 011655

Salary: £23,080 - £24,491 Annually

Closing Date: 28/02/2021

Benefits & Grade

Grade H

Contract Details

Permanent

Contract Hours

37 hours per week

Interview Date

16/03/2021

Job Description

EXCELLENT ALONE - OUTSTANDING TOGETHER

Xentrall Shared services are looking for an enthusiastic and dedicated person to join the existing End User Engagement team.

We all need technology in some form to do our jobs, with digitalisation happening across all services. As an ICT Service Technician, you will provide support to employees in both Stockton-on-Tees and Darlington Borough Councils, helping them to be effective when using technology in their own jobs and rectifying issues to maintain the organisations productivity. Based in Darlington Town Hall you will work as part of a team to deliver these services.

Assisting in the provision of effective, efficient and customer-focussed ICT services for all Xentrall Shared Services ICT customers, you'll be working in our energised, dynamic and focused ICT Team who are passionate about ensuring that we build quality and efficiency into all our work from the earliest stage. You will be maintaining and managing ICT equipment, installing and configuring hardware, resolving faults and upgrading or replacing equipment.

You are required to have 5 GCSE (A-C) or equivalent to include English Language and Mathematics.

An online application form and further information is available from www.stockton.gov.uk/jobs

Please ensure you refer to the Job Description and the essential and desirable criteria in the Person Specification when completing the Personal Statement on the application form, as this information is used to select candidates for interview.

If you would like an informal discussion about the post, please contact Rachel Maddison, ICT End User Engagement Co-Ordinator, on 01642 526378.

The application form is available in alternative formats from Xentrall Recruitment Services, tel: 01642 526992 or email recruitment@xentrall.org.uk

Stockton-on-Tees Borough Council ensures that all customers, both internal and external receive a consistently high quality level of service.

		JOB DESCRIPTION
Directorate: Xentrall		Service Area: ICT Services
JOB TITLE: ICT Service Technician		
GRADE: H		
REPORTING TO: ICT End User Co-Ordinator		
1.	JOB SUMMARY: To be a technical assistant in a team responsible for development, delivery and support of ICT services	
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS	
1.	To be part of a team of ICT professionals, and under the guidance of the senior member of the team, provide and contribute to the effective and efficient delivery of all ICT hardware, software and associated services throughout their lifecycle.	
2.	Responsible for ensuring that all support, change and service requests are recorded, prioritised and resolved effectively in line with SLA commitments.	
3.	To maintain a good level of technical competence and develop new technical skills and awareness. Collaborate with other ICT teams to ensure the effective support of technology and contribute to the ongoing development of ICT technical services.	
4.	Responsible for keeping customers informed of the progress of their logged issues, progressing, updating and progressing issues with ICT on their behalf.	
5.	Acting as a general point of contact for ICT. Providing advice and guidance on ICT related matters to all customers in line with the ICT Strategy and Vision.	
6.	Responsible for ensuring that work requests are investigated and resolved, and if resolution not possible, ensuring that the correct 2 nd and 3 rd line ICT resource is informed and allocated to ensure resolution within SLA target timeframes.	
7.	To be part of a team of ICT professionals who provide and have responsibility for the effective and efficient delivery of all desktop related hardware, software and associated services, from installation through to disposal, complying with all relevant ICT policies and procedures.	
8.	Responsible for the identification of ICT problems and trends and escalating these to 3 rd line support for root cause analysis and permanent problem resolution.	
9.	To support and maintain effective liaison across ICT Services ensuring that a customer focused approach is embedded in all activities.	
10.	Undertake any such personal development and training as may be deemed necessary to effectively the duties and responsibilities of the post.	

11.	Assist in the development, promotion and implementation of appropriate ICT policies, strategies, standards and procedures that reflect best practice and assist in the adherence to such.
12.	Assist in the delivery of ICT services and service objectives through participation in the development and delivery of project, team and personal plans and associated activities.
13.	Provide excellent customer service through effective customer engagement and service delivery, liaising with colleagues and suppliers as necessary.

3. GENERAL

Job Evaluation - This job description has been compiled to inform and evaluate the grade using the NJC Job Evaluation scheme as adopted by Stockton Council.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Workforce Culture and supporting behaviours and Code of Conduct – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

Shaping a Brighter Future – The post holder will embrace the Council's "Shaping a Brighter Future" programme.

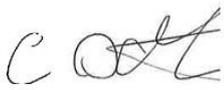
Personal Development – As defined by the Council's Culture Statement, all employees will take responsibility for their own development.

Customer Services – The post holder is required to ensure that all customers both internal and external receive a consistently high quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures.

Health and Safety – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

Safeguarding – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition, employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

	Name:	Signature:	Date
Job Description written by: (Manager)	Chris Oates		02/02/2019

Job Description dated February 2019



PERSON SPECIFICATION

Job Title/Grade	ICT Service Technician	H
Directorate / Service Area	Xentrall Shared Services	ICT Services
Post Ref:	POS003031	

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	<ul style="list-style-type: none"> ▪ ITIL Foundation ▪ 5 GCSE (A-C) or equivalent to include English Language and Mathematics 	<ul style="list-style-type: none"> ▪ MCP qualified ▪ Recognised technical ICT qualifications 	Application / Certificates
Experience	<ul style="list-style-type: none"> ▪ Competent in producing high quality project documentation and reports ▪ Being able to work effectively to tight deadlines ▪ Ability to interpret management information / reports ▪ Ability to work as part of a team as well as on own initiative ▪ Ability to prioritise work and meet deadlines ▪ Ability to analyse problems ▪ Adopt a flexible approach to working hours to meet the needs of the service ▪ Familiarity with current Microsoft Windows Operating Systems and Office Suites 	<ul style="list-style-type: none"> ▪ Local Government experience 	Application / Interview / References
Knowledge & Skills	<ul style="list-style-type: none"> ▪ Awareness of ICT security ▪ Awareness of ICT trends 	<ul style="list-style-type: none"> ▪ Knowledge of organisational and political structure of both authorities ▪ Understanding of project management methodologies ▪ Understanding of formal methods of service delivery 	Application / Interview / References

<p>Specific behaviours relevant to the post</p>	<ul style="list-style-type: none"> ▪ Self awareness ▪ Personal effectiveness ▪ Achieving improved outcomes ▪ Joined up working ▪ Innovating and delivering ▪ Communication ▪ Flexibility ▪ Making things happen ▪ Learning and developing ▪ Putting customers first 		<p>Application / Interview</p>
<p>Other requirements</p>			

Person Specification dated February 2019

Conditions of Service

General

Conditions of service will vary from service to service. However, there are some general points to cover.

Conditions of service generally are those contained in the appropriate National Joint Council Schemes but have been supplemented in a number of areas by locally agreed conditions. The relevant Handbooks are available for reference in all departments.

Office Hours

The normal working week is 37 hours. Council offices are generally open to the public from 8.30 a.m. to 5.00 p.m. (4.30p.m. on Friday). The majority of office staff are able to take part in the Councils flexible working hours scheme. Elsewhere, fixed hours or shift working may be operated according to the needs of a particular service.

Annual Leave

The basic annual leave entitlement is 26 days plus 8 public holidays. Employees with 5 years continuous service receive 31 days annual leave.

Sick Pay

Most employees are covered by the provisions of the nationally agreed sick pay schemes which allow periods of absence on half pay and full pay according to length of service.

Pension

You will automatically be entered into the Local Government Pension Scheme (LGPS) unless you choose to opt out. This is a contributory pension scheme and meets Government standards for automatic enrolment. If you do not opt out within three months of joining the LGPS, you will not be eligible to receive a refund of your contributions but will instead be given deferred benefits within the Scheme. If you decide to opt out of the Scheme your employment, earnings and age will be monitored in line with automatic enrolment guidelines.

Medical Examination

Before commencing your employment, you will need to complete a medical questionnaire and may be subject to a medical examination.

Probation

New entrants to Local Government will be required to complete a six month probationary period.

Equal Opportunities

The Council is working towards an environment where all employees, residents and service users receive equal treatment regardless of gender or gender reassignment, marital or civil partnership status, sexual orientation, age, disability, race, religion or belief, social origin, pregnancy and maternity.

Job Sharing

A voluntary Job Sharing Scheme is in operation. Applications to job share are welcome and there is no requirement for you to apply with a partner.

Payment of Salaries

Salaries are paid monthly on the last working day of the month. All payments are made by credit transfer direct to a nominated bank or building society.

Smoking Policy

The Council operates a No Smoking Policy.

Politically Restricted Posts

The Local Government and Housing Act 1989, as amended by the Local Democracy, Economic Development and Construction Act 2009 designate certain posts as politically restricted. If this is the case it will be detailed on the job description and means that you would be disqualified from being a member of a Local Authority, the House of Commons or of the European Parliament. Further information is available upon request.

Rehabilitation of Offenders Act 1974

Having a criminal record will not necessarily bar you from working for the Council. This will depend on the nature of the post and the circumstances and background of your offence(s). To assist the Council in determining the suitability of your employment, certain posts are subject to a DBS check. If this is the case an appropriate statement will appear in the recruitment advertisement.