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| **Job Description** | |
| **Post title** | ICT Technician – Managed Service Unit |
| **JE Reference No** | N6721 |
| **Grade** | 5 |
| **Service** | Resources |
| **Service Area** | Digital & Customer Services – Technical Services |
| **Reporting to** | The post will be accountable to the Schools Manager |
| **Location** | Your normal place of work will be Meadowfield but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post is subject to an Enhanced disclosure. |
| **Flexitime** | This post is eligible for flexitime.  A rota system is in operation to cover 8:00am to 6:00 pm. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **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 Digital & Customer Services. To provide ICT technical skills to provide customers and other ICT staff with relevant support and assistance.

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| **Duties and responsibilities** |

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.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*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 your manager.*

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| Person specification | | |
|  | Essential | Desirable |
| Qualifications | * NVQ Level 3 or equivalent in Computing or related discipline and/or relevant experience. | * Relevant technical qualifications/training. |
| Experience | 1. 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 |
| 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. |
| Personal Qualities | * 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 | * Access to a car or means of mobility support (if driving then must have a current valid driving licence and appropriate insurance). |