

**JOB DESCRIPTION AND PERSON SPECIFICATION**

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| Job Title: | ICT Technical Officer |
| HBC Grade: | HBC6 |
| Service: | **ICT & Support Services** |
| Division: | **Technology Services/Compliance and Data Management** |

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| **Main Purpose of the Role** |
| To assist in the provision of ICT technical support to the Authority and providing an effective, efficient and economical ICT service. |

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| **Key Duties** | |
| **1** | Providing a professional, customer focused service to your customers, colleagues, business contacts and the general public which will promote a positive image of yourself, your division, and Halton Borough Council. |
| **2** | To record your attendance and work related tasks into the appropriate monitoring systems in an accurate and timely manner. Assess your own achievement against agreed targets and report progress so that resources can be managed effectively and efficiently and projects completed to schedule and within the allocated resources. |
| **3** | Under guidance, assist in elements of the procurement, installation and testing process, in order to ensure the quality of hardware and software support by the use of agreed ICT Services and Council standards, methodologies, procedures, documentation and policies. |
| **4** | Demonstrate a good working knowledge of your nominated technical skill areas and apply this knowledge to provide effective and efficient technical support services, as directed by your Principal Officer, or nominated deputy. |
| **5** | When required staff the Service Desk. |
| **6** | Maintain equipment and software inventories. |
| **7** | Provide technical and non-technical procedural documentation to an agreed standard and format. |
| **8** | Carry out personal development and training in order to gain a thorough knowledge of relevant ICT related trends and technologies to maintain effective Service Operation. |
| **9** | Assist in the management, development and support of the Council’s ICT infrastructure. |
| **10** | Carry out the analysis of hardware and software malfunctions and the specificationand implementation of the changes necessary to correct them. |
| **11** | Provide advice and guidance to clients to enable them to use authorised hardware and software effectively. |
| **12** | Carry out the testing and implementation of enhancements to operational systems to satisfy client requirements. |
| **13** | Assist in the conformance and monitoring of Service Level Agreements relating to Service Operation. |
| **14** | Assist in the evaluation and implementation of existing and emerging hardware and software tools and techniques to improve the efficiency of Service Operation. Assist in the evaluation, implementation and support of in-house and packaged software. |
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| **15** | Liaise with clients in order to identify their needs and propose technical solutions in line with industry standard technical and non-technical architectures. |
| **16**  **17**  **18** | Abide by the objectives and targets of the Council / the head teacher and the Governing Body and follow the procedures and practices utilised in all aspects of the work, including computerised and manual systems and the maintenance of relevant records.  Fulfil personal requirements, where appropriate, with regard to the Council’s policies and procedures, particularly in respect of health and safety, emergency evacuation, security, equal opportunities, customer care, work standards and promotion of the Council’s / School’s Core Values.  Undertaking any other duties and responsibilities as may be assigned from time to time, which are commensurate with the grade of the job |

The Council and its schools are committed to safeguarding and promoting the welfare of children, young people and adults and expect all staff, workers and volunteers to share its commitment.

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| **Education / Qualifications** | **Essential** | **Desirable** | **How Identified** |
| Non-specific Degree level qualification or relevant ICT experience | Formal ICT/relevant technical Qualification. | All essential qualification certificates must be presented at interview. |
|  |  | ITIL Foundation Ver3 Qualification (or above). |  |
|  |  | MCSE/MCSA/CCNA Qualified |  |

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|  | **Experience** | **Knowledge** | **Skills & Abilities** | **How Identified** (delete as appropriate for each criteria) |
| **ESSENTIAL** | Working with others in a business environment |  | Creating documentation to standards | Application / Interview /Assessment |
| ICT problem solving |  | Logical thinking and problems solving ability | Application / Interview /Assessment |
| Working towards improvements |  | Ability to communicate effectively (Verbal communication & effective written skills) | Application / Interview /Assessment |
| Relevant experience in general ICT technical support |  | Ability to produce quality work within project deadlines and budgets | Application / Interview /Assessment |
| Experience of Microsoft Office products including Microsoft Operating systems |  | Demonstrable, evidence based skill set that has the potential to meet the requirements of the Job Description | Application / Interview /Assessment |
| Experience in front line Service Operation in an ICT environment |  | Time management skills | Application / Interview /Assessment |
| **DESIRABLE** | More than 2 years’ experience in general ICT technical support |  | A skill set that meets, or exceeds, the requirements of the Job Description | Application / Interview /Assessment |
| Direct experience of Windows Server platforms (2008, 2012, 2016, 2019) |  | Practical experience of networking as this applies to a PC desktop environment | Application / Interview /Assessment |
| Direct experience of CISCO networking technologies |  |  | Application / Interview /Assessment |
| Direct experience of Virtualisation technologies (specifically Horizon View/vSphere/ESX) |  |  | Application / Interview /Assessment |
| Direct experience of Windows Desktop |  |  | Application / Interview /Assessment |
| Waste Electrical and Electronic Equipment (WEEE) Directive |  |  | Application / Interview /Assessment |
| Practical experience of a Service Desk environment |  |  | Application / Interview /Assessment |

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| **Other Requirements** | **Essential** | **Desirable** | **How Identified** |
| Candidates must take an aptitude test and score at least 60% to be considered | Ability for creative thought, producing innovative ideas, taking the initiative, and being pro-active | Interview / Assessment / Documentation |
| Vision, energy, determination and a passion for delivery of high quality service | Able to work independently |  |
| The willingness to undertake continuous professional development | Driving licence and access to a vehicle. Where necessary, reasonable adjustments will be made in accordance with the Equality Act | Interview / Assessment / Documentation |

Please note: Front line posts with direct customer contact should include a statement detailing the spoken English language requirements of the post.

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For office use only:

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| **Date Created:** |  |
| **JE Ref:** |  |
| **Agreed by:** |  |

This job description is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility.