

JOB DESCRIPTION

JOB TITLE	Senior ICT Technician
GRADE	ICT Services
REPORTING TO	Team Leader/Group Leader
JD REF	CSUP0001P

PURPOSE

Supporting the delivery of ICT activity and actively contributing to the development of appropriate project strategy. Engaging with users to assist in the undertaking of business requirement assessments and delivery of service improvement.

MAIN DUTIES AND RESPONSIBILITIES

- Support and be responsible for helping to keep ICT Services operational.
- Support take responsibility for installing, supporting, configuring, developing, maintaining and repairing hardware, software, systems and services
- Lead on large technical projects that have some complexity and negotiate with the key partners of these project.
- Negotiate and make recommendations on the 3rd party delivery of software and hardware solutions and support for complex environments.
- Procure, specify and evaluate software, hardware products, systems, services and support.
- Provide a point of technical escalation with more complex advice, support, guidance and training to ICT colleagues and users/customers outside of ICT Services.
- Contribute to the development and implementation of the Council's ICT Service.
- Negotiate and liaise with customers to schedule "go live" dates and plan and schedule resources.
- Multi-task and prioritise own and team members workloads as required.
- Keeping data accessible and secure – 'information governance', review standards and recommend changes.

ROLE SPECIFIC KNOWLEDGE, EXPERIENCE AND SKILLS

Qualifications

- Attainment or working towards a professional, academic or industry standard qualification relevant to the realm of technical expertise for the role (minimum A Level or equivalent and/or working towards NVQ Level 5 or equivalent).
- Excellent numeracy and literacy.
- Excellent interpersonal and communication and good negotiation skills.

Knowledge & skills

- Analysis of user requirements to design, specify, install, develop & support ICT hardware, software, systems and services.
- Excellent and proven customer service skills.
- Create, monitor and maintain working standards and documentation.
- Ability to influence and negotiate with 3rd party support to resolve complex incidents.
- Ability to work to deadlines in a fast paced environment.
- Ability to share technical skills with other ICT support staff, delivering training to individuals and in group workshops.
- Detailed knowledge of typical ICT infrastructure components and topology.
- Specifying and installing hardware and software system enhancements/ upgrades.
- Escalation point of contact for other officer's technical issues.
- Identifying issues for resolution including reoccurring problems and providing and managing the solution. Provide evidence of logical/problem solving abilities.
- Ability to identify and resolve software , hardware and configuration issues.
- Implementing technical solutions to improve service to customers.
- Identifying and implementing authorised improvements.
- Use of incident and request management logging systems.
- Ability to self-educate from technical documentation over a number of areas.
- Ability to innovate and problem solve in a fast paced environment.
- Ability to lead by example and monitor service performance.
- Technical expertise in several areas of the relevant team sphere.
- Demonstrable project management skills.

Experience

- Negotiation with system and service owners and suppliers.



- Assessing the business impact of individual and common service incidents, assigning priority and setting customer expectation.
- Managing own and supporting with the management of team workloads in line with service level agreements and targets.
- Working with first, second- and third-line ICT support teams to progress resolution of incidents and requests in accordance with service level agreements.
- Project management of the larger scale implementation of hardware, software, systems and services.
- Taking a role in the implementation and/or development/support of a major hardware, software, system or service.
- Providing technical ICT support to a large corporate customer base over distributed sites, including home workers as appropriate.
- Supervising 3rd party contract staff as required for technical project work and fault resolution.
- Designing, configuring and programming of large complex systems.

DESIRABLE KNOWLEDGE, EXPERIENCE AND SKILLS

Knowledge & Skills

- Demonstrable technical knowledge of the detailed hardware, software, systems and services within the specific technical realm of the role.

Experience

- Proven experience of working with the detailed hardware, software, systems and services within the specific technical realm of the role.

ADDITIONAL INFORMATION

A degree of flexibility to ensure business continuity – out of hours; development and implementation stages etc.

Handle and lift ICT equipment, the regularity depends on project/ work area.

Ability to travel across the Borough (job role has access to Council vehicle) . .

DATE OF APPROVAL: 01/06/2015

APPROVED BY: MIKE ZAMMIT CHIEF INFORMATION OFFICER

