Knowsley Council

Job description			
Job title	Mobile IT Officer		
Grade	Pay Band G		
Directorate	Resources		
Service/team	IT/Resources		
Accountable to	IT Analyst/Principal IT Officer/Senior IT Officer		
Responsible for	N/A		
JE Reference	A4451	**Date Reviewed**	July 2025

Purpose of the Job

As a Mobile IT Officer, you'll be responsible for providing on-site IT support, primarily focusing on resolving issues that can't be handled remotely. You'll assist with end-user devices, voice and data infrastructure, and other IT equipment across various service areas, ensuring a smooth IT experience for users. Your role will involve diagnosing and resolving incidents, working closely with internal teams and external partners to maintain the IT services across the Council. You will spend most of your time away from the office, providing support in remote locations to ensure that all systems are up and running.

Duties and Responsibilities

1. Carry out installation work using supplied instructions and tools ensuring that details of all components installed or removed are appropriately documented so that configuration management records can be updated appropriately. The post holder will carry out installations & ensure documentation and reporting is completed as part of any the work done.

2. Receive and handle requests for support of infrastructure components following agreed procedures. Responding to simple requests for support by providing information to enable problem resolution and properly allocate unresolved calls as appropriate, maintaining records and advising relevant persons of actions taken.

3. Where instructed, to liaise with suppliers on issues, upgrades and system developments.

4. Keep IT records up to date, including service desk incidents and problem management, change management, digital assets and other IT documentation.

5. Follow IT processes for the administration of the acquisition, storage, distribution, movement and disposal of IT assets.

6. Document and having sought approval implement simple requests for change/in relation to any IT components under the control and management of the team

7. Follow procedures to implement and configure clients for third party software applications, clients and other software on end user devices.

8. To utilise established processes (e.g. ITIL) in the execution of the post holders duties under minimal supervision.

9. Undertake appropriate training to gain required skills/knowledge as required by the post holder's duties.

10. Assist colleagues in basic product evaluation and also in the deployment of technology within the Council, subsequent fault analysis and resolution.

11. Follow and assist colleagues with implementation projects from initial idea/study to live implementation (including post implementation reviews) using approved project management techniques.

12. Perform disaster recovery testing and assist in the documentation of disaster recovery procedures for IT applications.

13. Use the available resources to gain an up-to-date knowledge of IT tools as required. Subsequently, to report on findings and thus contribute to policy and strategy development.

14. Use appropriate software tools, with the guidance of senior colleagues, to maximise the efficiency of the ongoing support & maintenance of the IT infrastructure.

15. Use of own transport to enable execution of duties involving daily travel to user sites.

As part of your role with the Council, you share a collective responsibility to support and champion children and young people who are cared for by the Council and young people who are care experienced. Children and young people tell us that including this in all job descriptions "is good" because they want all Council employees to understand how important it is to "treat children in care and care experienced young people as they would

Knowsley Council

their own". We ask that you do this with the same commitment, care and ambition that any parent would, regardless of your job role or service area. Children and young people tell us that they want all Council employees to be "genuine", helping to create a supportive environment, remaining alert to any worries and concerns, and ensuring that safeguarding is promoted and responded to appropriately.

Knowsley Behaviours



Always looking for better ways to do things better

Taking ownership and delivering on commitments

Working together to achieve the best outcomes

Helping others succeed and thrive

Health and Safety

- To use equipment as instructed and trained.
- To inform management of any health and safety issues which could place individuals at risk.

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use Policy, Data Protection Policy and GDPR.
- Protect the Council's information assets from unauthorised access, disclosure, modification, destruction or interference.
- Report actual or potential security incidents.