

Job Description

Job Title	Technical Specialist
Directorate	Strategy and Change
Service Area	ICT
Grade	8
Competency Level	2
Salary	£44,711 - £49,764
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Standard DBS
Job Evaluation Ref No	A9372

Job Purpose

ICT Engineer/Resource Team Leader, to provide professional technical expertise and team leadership including maintenance of ICT infrastructure, applications or service in a specialist technical area including project support. You will have experience in the implementation of solution components and be growing towards Senior Technical Professional. You will typically be leading ICT professionals up to Technical Professional grade. You will support the effective and efficient delivery of the service to ensure that SLA is met with the customer.



Directly Responsible For:

A team of ICT Engineers/Technicians as designated by the ICT line management

Directly Responsible To:

ICT Operations Technical Manager

Main Areas of Responsibility:

Incident management and resolution including disaster recovery of specific designated architecture, systems or applications. Lead technical support recovery activities following failure, including communication with the customer to support operational return and user acceptance testing.

- 2nd line champion for a specific technical area of expertise, its operational support, availability and security
- Maintaining knowledge of practices, policies and client sector trends relating to ICT and interpretation against operational BAU service
- Responsibility for the implementation and development of ICT solutions
- Maintaining a current, in-depth knowledge of an ICT technical field and its application to project installations
- Design/deliver analysis tasks for business service operations and/or project support
- Producing and maintaining appropriate technical and operational documentation to professional quality standards
- Ensuring designated project support delivered on time to the correct quality

standards by the team

Designated responsibility for specific ICT support (server, network, database, applications) within ICT Operate. Team Leader responsibility for the day-to-day operation of professional ICT engineers/technicians (typically up to Technical Specialist grade):

- Providing leadership, motivation and control to ensure that the team deliver on their objectives in an effective and efficient manner, in line with agreed performance indicators and the strategic vision of the Liverpool City Council Executive
- Ensure the professional practice and delivery of the service/expertise, monitoring performance and proposing/implementing performance enhancing changes across the team
- Supervise and prioritise the workloads of the team against agreed targets and benchmark appropriately against other teams
- Mentor, support and provide guidance to team members at Technical Professional grade
- Deputise/cover for the Senior Technical professional during periods of absence
- Other Ad hoc duties as required by the senior management of ICT
- Implement customer service, leading the team to meet/exceed contractual SLA's and to maintain customer satisfaction
- Undertake customer communication for ICT problem diagnosis and resolution including on call emergency support where required; may be required to provide full 24-hour on call emergency support
- To be an escalation point for SLA non-compliance reported by customers
- Support and develop stake-holder relationships related to the platform, system infrastructure and/or service under your charge

To lead processes and procedures within the team to ensure compliance and deliver maximum utilisation of resources through effective process re-engineering and continuous improvement:

- Interface with Platform Architects and/or Senior Technical Professionals to take account of ICT service, support and operational impacts
- To support virtual team initiatives across the shared service partnership, including effective use of expertise and cascade knowledge sharing
- Where designated, to monitor key third party suppliers, their performance, quality, and integration

Deliver operational support for the designated platform or system infrastructure:

- Lead and illustrate effective/efficient use and productivity of the ICT engineering resources for a designated platform or system infrastructure.
- Installation support for a specific technical area of expertise ensuring that availability targets are met
- Ensuring effective measures and processes are in place including but not limited to: proactive monitoring, continuous operational availability, Planned Preventative Maintenance, system/infrastructure upgrades, evaluation and testing, installation, adherence to security standards and policies
- Contribute to service and technical designs to ensure that platform or system infrastructure accepted into operational service can be supported, maintained and sustained for the lifetime of the system
- Support the effective implementation and operational development of solutions, projects and programmes
- Ensure that availability targets are met

Reporting and communication specifically including but not limited to:

- Develop measure and report on quality and service standards relevant to the Service's customers
- Team Performance

Communications:

- Provide effective communication within the ICT Service and between other services, suppliers and customers
- To understand and deliver on Liverpool City Council's 'Vision and Values' aligning individual, team and service objectives
- Escalate upwards any major issues for direction, decision and awareness

Personal Development:

- To review personal development and training plans with your Line Manager in order to enhance contribution to business objectives

Equality:

- Be accountable in equality practice and development and ensure that you are sufficiently engaged with equality issues
- Take all necessary steps to ensure that the provisions of Data Protection Act and related legislation are observed to protect the dignity and rights of the individual
- Comply with the organisation's policy requirements in relation to equal opportunities and to ensure the development and implementation of non-discriminatory practices in all aspects of work and service provision

Health & Safety:

- Support Health and Safety practices, processes and compliance including:
 - Effective and planned review of risk assessments
 - Compliance with employee attendance policies
- Ensure you are sufficiently engaged with Health and Safety issues through active participation in associated learning programmes
- Ensure that all work functions and where appropriate, line management responsibilities, are undertaken in accordance with all related Health and Safety legislation and relevant codes of practice

Quality:

- Ensure that the customer is at the heart of all of the services delivered
- Compliance with performance and quality measures ensuring that a performance culture is maintained in the operational service and closely monitored
- Ensure industry and local standards are adhered to including:
 - Governance and compliance to corporate policy and process
 - ITIL operational procedures
 - Corporate standards of service quality and professionalism
- Ensure the quality, continuous service improvement and value added of external suppliers and subcontractors
- Provision of all key services to Service Level Agreements with stakeholders and to agreed performance indicators

Other:

- Undertake, where required, other responsibilities and duties including work related to all areas of business, on behalf of the organisation, where this is commensurate with the grade of the post. This may entail working from other locations

- Be responsible for ensuring that all duties and responsibilities comply with all statutory requirements and with policy and procedure
- Due to the changing nature of the business, this job description serves as a framework to outline the main areas of responsibility at the time of writing. It is not intended to be either prescriptive or exhaustive and will inevitable change
- Develop the City Council's commitment to equal opportunities and to promote non- discriminatory practices in all aspects of work undertaken

It must be understood that every employee has a responsibility to ensure that their work complies with all statutory requirements with Standing Orders and Financial Regulations of the City Council and to ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan.

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.

Supervision and Management Responsibility:

- Leading on all activities relating to implementing service support packages including the allocation and management of tasks to internal and external stakeholders.
- Act as an escalation point for Team Leader responsibility for the day-to-day operation of professional ICT engineers/technicians (typically up to Technical Specialist grade)

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- You will be required to sit stationary and use a computer for sustained period of time

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **2**.

[The competency framework can be found here.](#)

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. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- MCSE/CCNA/CCSA or other relevant ICT professional qualifications (A,I)

Desirable

- ITIL Service Management Qualification

Experience

Essential

- Appropriate ICT engineering/service experience in complex ICT operations and environments (A,I)
- Understanding/work in complex technologies which may include one of or a combination of network (voice or data), applications, database, server or infrastructure (A,I)
- Proven track record of implementation of technical strategy and resultant change (A,I)
- Proven track record of successful delivery of complex projects and architectures (A,I)

Desirable

- ITIL operational procedures
- Problem diagnosis and resolution liaising with technical manager, peers, suppliers and customer/developer groups where appropriate
- Producing/maintaining documentation to professional quality standards including business cases and technical Implementation specifications

Skills/Abilities

Essential

- Problem analysis, making quick decisions to restore service and develop tactical and strategic recommendations that may involve redesign to provide long-term solutions (A,I)
- Understands the impact of technical issues and works with the customer to develop an understanding of the most appropriate technical solution to meet the business need (A,I)
- Prioritisation and working to tight timescales (A,I)

Desirable

- An acclaimed specialist in one area, able to demonstrate a depth/breadth of knowledge/skills in own discipline
- Appreciation of business architecture, can anticipate patterns and links, looking beyond the immediate problem to the wider implications and can generate new and innovative solutions to complex problems

- Applies knowledge/skills through handling complex problems and/or co-ordination of work, which may extend beyond own area of expertise and can share expertise with colleagues and other departments
- Responsible for meeting the system availability targets defined in the contracted Service Level Agreements
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- Leads by example, directing and motivating other technical staff in support environments
- Communicates and presents technical detail in a format that is understood by all
- Manages own time and that of others and can develop plans for work activities in own area over the medium/long-term, supporting strategic planning activities
- Facilitator and mentor, moving the technical team forward as a team leader or key technical contributor and creates formal people networks internally and externally
- Natural flare for technical innovation
- Supports recovery activities following failure, including disaster recovery
- To take part in the evaluation, test & installation of system/application/database software and hardware provided by suppliers with controls and standards e.g. Firewalls/Data Security, DBMS, Unix software, Network software and hardware

Commitment

Essential

- Ownership of problems, totally focused on service delivery and customer needs and aspirations, owning their issues through to resolution (A,I)
- Improving the levels of service to all customers, supporting new and emerging business opportunities, delivering solutions that increase efficiency or reduce costs (A,I)
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Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- Generates and/or recognises ideas of value in driving business improvement and improving the levels of service to all customers
- Working as one team sharing ideas, knowledge and resources, shared understanding and mutual trust