Job Description

Job Title	Technical Professional
Directorate	Strategy & Change
Service Area	ICT & Digital Services
Grade	6
Competency Level	1
Salary	£34,314 - £38,626
Job Type	Hybrid
Location	Cunard Building or other recognised office location
Disclosure and barring service (DBS)	Enhanced DBS
Job Evaluation Ref No	

Job Purpose

ICT Engineer to provide service in a specific Technical area. You will have experience in one or more ICT components (server, network, database, applications) and be developing to ICT Technical Specialist grade.

Directly Responsible For:

Not applicable

INVESTORS IN PEOPLE

navajo

Merseyside & Cheshire LGBTIQA Chartermark

Directly Responsible To:

Team Leader (ICT Technical Specialist or above)

Main Areas of Responsibility:

ICT Engineering professional in a key service of ICT Operate (server, network, database or application):

- 2nd line support with specific technical capability, maintaining service operation and security
- Resolution of incidents, assist impact evaluation of major incidents and support service in the instance of disaster recovery

Supports the professional practice and delivery of the service/expertise:

- Maintains an up-to-date knowledge of vocational expertise, applying it to BAU and projects
- Support analysis tasks for business service operations and/or projects
- Interface with Senior Technical Professionals and Technical Specialists to take account of ICT service, support and operational impacts
- Ensure all service requirements are delivered on time to the correct quality standards
  Identify areas of opportunity to reduce costs where appropriate

Fully aware of Customer service and quality procedures and works to meet/exceed all contractual SLA's maintaining customer satisfaction:

- Supports achievement of system availability targets
- Takes ownership of incidents/requests assigned via ICT ensuring timely progress and communication to the Customer

Full compliance with policy, process and procedures set by ICT Service which ensure maximum utilisation of resources and delivery of service to professional standards. Applies the same when working within virtual team initiatives across the organisation.

- Maintains operational availability of the platform or system infrastructure designated to support
- Effective/efficient use and productivity of platform or system infrastructure.
- Supporting but not limited to: proactive monitoring, Planned Preventative Maintenance, system/infrastructure upgrades, evaluation/testing, adherence to security standards/ policies
- Installation support for a specific technical area of expertise including call emergency support where required; may be required to provide full 24-hour on call emergency support
- Supports the implementation of projects/programmes when designated

Responsible for effective and timely communication specifically including:

- ICT line management on any issues associated with ICT service delivery and its planning
- Customer communication at all levels for ICT problem diagnosis and resolution, including but not limited to:
  - o Quality notes when delivering incident management
  - o Clear records when supporting the system monitoring or delivery of work
  - o On call emergency support/coordination where required
- Other Ad hoc duties as required by the line management of ICT Operate

Communications:

- Provide effective communication within the ICT Service and between other services, suppliers and customers
- To understand and deliver on Liverpool City Councils '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 for 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:

    o Governance and compliance to corporate policy and process

    o ITIL operational procedures

    o 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:

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.

Supervision and Management Responsibility:

- No supervisory or line manager responsibility

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:

- Not applicable

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 competency level 1.

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

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

Experience

Essential

- Substantial relevant technical experience (A,I)
- Working with complex technologies which may include one of or a combination of network (voice or data), applications, database, server or infrastructure (A,I)
- Documentation to professional and accredited standards including network schematics, applications work process, technical implementation specifications and business cases (A,I)
- Understands the impact of technical issues on Customer Service (A,I)

Desirable

- ITIL operational procedures
- Problem diagnosis and resolution liaising with technical manager, peers, suppliers and customer/developer groups where appropriate

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)
- Prioritisation and working to tight timescales (A,I)

Desirable

- Responsible for meeting the system availability targets defined in the contracted Service Level Agreements
- To communicate and present technical detail in a format that is understood by all
- Natural flare for technical innovation
- Leads by example in discussions and actions
- 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

- Totally focused on service delivery and customer needs and aspirations, owning their issues through to resolution (A,I)

- Supporting new and emerging business opportunities, delivering solutions that increase efficiency or reduce costs (A,I)
- Ownership of problems (A,I)

Desirable

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

Other

Essential

- This post is subject to a Disclosure and Barring Service (DBS) check at the appropriate level

Desirable

- This role may involve unsocial hours. Applicants must be contactable outside normal operational hours including evenings, weekends and Bank Holidays
- Full driving licence and use of own vehicle