

Job Description

Job Title	ICT Operations Senior Technical Professional
Directorate	Strategy and Change
Service Area	ICT
Grade	7
Competency Level	1
Salary	£40,777 - £46,412
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Basic DBS
Job Evaluation Ref No	

Job Purpose

Support and maintain live ICT systems, services and infrastructure within a designated technical area providing secure, agile, high-availability business applications and ICT services to Liverpool City Council, autonomous business units, councillors and members of the public. Mentor Technical Professionals involved in the support, maintenance and improvement of ICT systems underpinning the delivery of Council and City Plans.

Directly Responsible For:

Support and maintenance of all ICT systems and infrastructure within a designated area of technology.

Directly Responsible To:

ICT Technical Specialist or above

Main Areas of Responsibility:

- Support and maintain fixed and agile device hardware, Microsoft, Unix and open-source Operating Systems, MS365 Office productivity software, file and database storage, virtual desktop services, internet, intranet, voice and data connectivity, perimeter security, Active Directory and enabling ICT infrastructure providing services to Liverpool City Council, autonomous business units, councillors and members of the public
- Mentor Grade 6 Technical Professionals. Promote and maintain the highest levels of professional standards through personal example, good communication and exemplification of Council values
- Support live ICT systems including in-service support and maintenance, upgrades, change and project engineering

- Monitor ICT alerting systems and intervene to provide resolution for faults and degradation before it impacts business operations
- Undertake system and device updates and upgrades in accordance with preventative maintenance plans
- Use technical knowledge and sound engineering judgement to ensure that challenging management, operational and project deadlines are met
- Ensure that request fulfilment, incident resolution and task engineering are undertaken in accordance with agreed OLA and KPIs. Undertake on-site triage, diagnostic and service restoration in consultation with the customer during high-impact incident resolution
- Build, configure and deploy new fixed and agile devices to replace obsolete and obsolescent equipment in accordance with the rolling replacement programme
- Undertake floorwalking and VIP event support in conjunction with Customer Relations schedules and management direction
- Participate in an out-of-hours service for high-impact incident management and key stakeholder support. Act as a technical escalation point for major incidents or planned maintenance impacting business operations out of normal business hours
- Communicate effectively to management and customers during incident management and project engineering. Provide timely, accurate and adequately detailed information when updating service management systems
- Support technical recovery of business systems and ICT infrastructure in accordance with agreed Recovery Time and Recovery Point Objectives in the event of a DR incident or cyber-attack
- Work with suppliers providing third party support and maintenance to exchange technical information or resolve incidents
- Maintain currency of operational and technical knowledge through mandatory training, technical education and continuous professional development

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

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:

- Long periods of sitting
- Extensive use of DSE
- Occasional manual handling
- Substantial concentration and mental effort
- Occasional periods of elevated work-related stress

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 please insert competency level: 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

Qualifications and training

Essential

- Technical qualification, training or equivalent experience relevant to area of responsibility (A,I)

Desirable

- Service Management Qualification

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 making recommendations for service improvement (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
- 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

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