

Job Description

Job Title	Graduate Technical Professional
Directorate	Strategy and Change
Service Area	ICT
Grade	4
Competency Level	1
Salary	£28,153 - £32,046
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	N/A
Job Evaluation Ref No	A10496

Job Purpose

A 24-month graduate role developing knowledge and skills through structured learning and a training programme to aid growth and development, including the Associate Project Manager Level 4 qualification.

Our ICT Engineering professional is a key service of ICT Operate (server, network, database or application), you will offer 2nd line support with specific technical capability, maintaining service operation and security.



Directly Responsible For:

N/A

Directly Responsible To:

Team Leader – Senior Technical Professional

Main Areas of Responsibility:

- Experience in one or more ICT components (server, network, database, applications) and you will be developed to progress to ICT Technical Specialist.
- Following training, 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 following training.
- Following instruction, maintain an up-to-date knowledge of vocational expertise, applying it to Business as Usual and projects.
- Support analysis tasks for business service operations and/or projects.
- You will support achievement of system availability targets.
- Following instruction, take ownership of incidents/requests assigned via our online reporting system.
- Maintain operational availability of the platform or system infrastructure that you are designated to support.
- You will support the installation for a specific technical area of expertise including call emergency support where required.
- Communication at all levels for ICT problem diagnosis and resolution.

- Experience in one or more ICT components (server, network, database, applications) and you will be developed to progress to ICT Technical Specialist.

Supervision and Management Responsibility:

- No supervisory or line manager responsibility, please delete the above and state this

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 periods.

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 **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.

Personal Specification

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

Qualification and training

Essential

- Minimum 2:2 relevant degree in ICT or related subject (A,I)
- GCSE Maths and English at grade A*-C/9-4 or equivalent (A,I)

Desirable

- Qualification or training in accredited standards including network schematics, applications work process, technical implementation specifications and business cases.

Experience

Essential

- Experience of excellent customer service face to face or virtually (A,I)
- Proven experience of meeting challenging deadlines whilst working with competing demands (A,I)

Desirable

- Relevant technical experience
- Working with complex technologies which include a combination of network (voice or data), applications, database, server, or infrastructure



Skills/Abilities

Essential

- Willingness to accept new technologies and undergo training (A,I)
- Organised and self-motivated with the ability to meet deadlines (A,I)
- Good communication skills, with the capacity to clarify technical issues (A,I)
- Ability to understand the need to prioritise activities and work to tight timescales (A,I)
- Ability to demonstrate a professional approach and positive attitude, with strong problem-solving skills (A,I)

Desirable

- Problem analysis to restore service and develop tactical and strategic recommendations
- Ability to work independently and as part of a team sharing ideas, knowledge, and resources
- Meeting system availability targets defined in a contracted service level agreement
- Supporting recovery activities following failure, including disaster recovery
- Take part in the evaluation, test and installation of system, application, database software and hardware, working within controls and standards

Commitment

Essential

- A desire to learn and progress by undertaking training to obtain the necessary skills and knowledge for the role. This will include completing an Associate



Project Manager Level 4 or Improvement Practitioner Level 4 qualification
(A,I)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council.