

## **BROXTOWE BOROUGH COUNCIL**

### **JOB DESCRIPTION**

<b>Directorate:</b>	CEX – Chief Executives
<b>Division:</b>	ICT and Corporate Services
<b>Post No &amp; Job Title:</b>	C66-C68 - ICT Technical Officer
<b>Grade:</b>	Grade 6
<b>Responsible to:</b>	C64 – Assistant ICT Manager

**Main purpose of the job:** To ensure that the technical support service is delivered in a professional manner. That communication with and advice given to our customers is maintained and developed. That the service provided by the ICT Service Desk is considered to be second to none. That all projects/tasks meet their deadlines and are delivered to the correct standard and quality.

### **Main Duties and Responsibilities:**

#### **1. Service Desk**

- Ensure that all Service Desk calls for the Technical Team meet the defined SLA's and where these are breached escalate appropriately.
- Maintenance and use of Service Desk ensuring all calls are logged with an understanding of priority and business impact, communicating current status of any call escalations with all members of the team and key users.
- Investigation and resolution of 2<sup>nd</sup> line support calls including call logging, diagnosis and resolution as appropriate for all calls as defined by ITIL standards.
- Provide technical & infrastructure support for the ICT environment.
- Structured analysis and a creative approach to problem solving and resolution.

#### **2. Change Management**

- Development of scripts for job scheduling and data integration purposes within the technical environment.
- Managing version control of script / interface changes.
- Refresh of Test & Train environments to support new developments or enhancements to systems.
- Prepare and enact implementation plans for changes within the technical environment e.g. RFC's, Tasks etc.
- Identify appropriate technical solutions to business problems.
- Work with existing supplier contracts to establish latest software release in line with the release management process.

### **3. Security**

- Maintaining physical security and good order in Data Centre and ICT working environments, ensuring all cabling is tidy and appropriately labelled and any equipment alerts or faults identified in the environment are evaluated and dealt with appropriately.
- Maintain information security through equipment data wiping, ensuring disposals are dealt with in an appropriate manner to protect against data loss including configuration wipes of any infrastructure equipment.
- Maintain the password, user access and change control procedures ensuring appropriate documentation has been completed and sign off attained.
- Manage administrative privileges in line with ICT policies.

### **4. Customer Services**

- Establish and portray a professional image of the department at all times with a customer focussed 'can do' attitude, setting expectations as appropriate for the resolution of issues whilst demonstrating the willingness to go the 'extra mile'.
- Proactively communicate with users to set expectations and enable the most efficient service delivery.
- Maintain effective communication with other technical staff, operations staff and third party support staff.

### **5. Knowledge Base**

- Create and amend necessary support documentation to ensure known errors and troubleshooting guidance is recorded, assisting colleagues in resolution of ICT issues and ensuring a foundation of appropriate technical knowledge is maintained.
- Maintenance of technical procedures to ensure they are current and remain fit for purpose.

### **6. Technical Projects**

- Implementation of new infrastructure, technology acquisitions, software solutions and upgrades.
- Responsibility for completion of work schedules with the project organiser as directed by the Assistant ICT Manager.
- To own and be responsible for completion of tasks to established standards and quality expectations.
- Maintain effective communication with other technical staff, operations staff, third party support staff and users.

### **7. Administration**

- Maintenance of ICT inventories including Media Library, Software Assets, Hardware Assets, Communications Lines etc.

### **8. Other Duties**

- Carry out any other duties that are within the scope and grading of the post which could also be requested by the line manager or Head of Service.

**DESIGNATED CAR USER**

A designated car user status has been attached to this post.

**SPECIAL CONDITIONS**

Evenings and weekend work will be required from time to time to address the support service and project delivery.

While flexi time does apply (by arrangement) the working week will be fixed shift 5 out of 6 days Monday to Saturday.

**RESTRICTIONS**

This is not a politically restricted post.

This post is subject to exemption with reference to the Rehabilitation of Offenders Act 1974.

**NOTE**

The above job description sets out the main responsibilities of ICT Technical Officer but should not be regarded as an exhaustive list of the duties that may be required. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the post holder during the Personal Development Review process.

All employees are expected to maintain a high standard of service delivery and to uphold the Council's policies in accordance with equality and diversity standards, and health and safety standards, and to participate in training activities necessary to their job.