BROXTOWE BOROUGH COUNCIL

JOB DESCRIPTION

Directorate	Executive Directorate
Division	ICT & Corporate Services
Post No & Job Title:	C69 – ICT Senior Technical Officer
Grade:	Grade 12
Responsible to:	C64 – Assistant ICT Manager
Main purpose of the job:	To ensure that technical projects are deliver in a professional manner, to budget, to deadlines, to the correct standard and quality. That communication and documentation relating to projects, change, risks, etc… are delivered to the business, to users and to the ICT Team. To provide technical support to the ICT Service team at 4th line level.

Main Duties and Responsibilities:

1. Technical Projects

- Assist in the construction of the annual Broxtowe Borough Service Improvement (BBSi) portfolio of programmes and projects.
- Work to create and implement innovative business solutions
- Implementation of new infrastructure, technology acquisitions, software solutions and upgrades.
- Manage new technical implementations of any duration, in line with the Council's Prince2 methodology to agreed deadlines and quality.
- Lead on projects to implement service improvements to ICT Services through the deployment of existing and new technologies.
- Lead continual research into the development of existing and new technical solutions.
- Mentor and motivate project resources to ensure work packages are delivered to deadlines and are of the required quality.
- Ensure that all technical standards and procedures are adhered to including maintenance of technical documentation and ICT procedures to ensure they are current.

2. Service Desk
- Investigation and resolution of 4th line support calls including call logging, diagnosis and resolution as appropriate for all calls as defined by ITIL standards.

- Provide technical and infrastructure support for the ICT environment.
- Structured analysis and a creative approach to problem solving and resolution.
- Investigation and resolution of any cyber security incident.

3. Change Management
- Development of scripts for job scheduling and data integration purposes within the technical environment.
- Managing change control within an ITIL framework.
- Identify appropriate technical solutions to business problems.
- Work with existing supplier contracts to establish latest software release in line with the release management process.

4. 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.
  Maintain Network Security, System Availability and Release Management.

5. Customer Services
- Portray a professional image of the service 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.

6. 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.
- Maintenance of appropriate project documentation

7. Administration
- Maintenance of ICT inventories including Media Library, Software Assets,

Hardware Assets, ownership of technical documentation   / schematics / interfaces / integration / 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 C65 - Senior ICT Technical Officerbut 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.

	Name	Signature	Date
Job description written by:	N Lawson / KPowell		01/08/2023
Job description agreed by:	K Powell		01/08/2023

Date of issue: 2023