

Epsom & Ewell Borough Council

Role Profile

Role Title:	ICT Technician
Job Family:	Technical
Service:	ICT
Location:	Town Hall
Reporting To:	ICT Network Manager

Role Purpose: <i>Why the role exists and its contribution</i>	Analyse and resolve/complete incidents/requests; perform System and Network administration; Report on system use and provide basic induction training. As a member of the council's team, contribute to the achievement of the Council's corporate vision, behaviours and priorities and the development of the Council's positive high performing culture.
---	---

Main Duties and accountabilities

Service Specific	- Analyse incidents/requests raised with the Helpdesk and resolve/complete to the agreed Service Level Agreements - Escalate Helpdesk incidents and requests to the appropriate technician for resolution - Liaise with third party support for the resolution of issues - Perform network, business application and telephone administration - Impart solutions to the IT knowledge base - Perform ICT induction sessions and user education - Ensure daily server backups are performed and the data is held securely - Ensure the asset register is completed and accurate
Generic Duties	Delivery - Achieves individual targets and objectives to support the delivery of service plans - Provides work statistics to section timescales. - Maintains a good knowledge of service in order to give correct

	advice to customers. • Deals with enquiries regarding service-related matters • Ensures an efficient service is given whilst being polite, courteous and understanding • Complies with the Council's complaints procedure Process • Adheres to service-related processes and manages workload to deliver services • Constantly review procedures to ensure efficient working • Keeps abreast of changes to service-related processes and legislation • Assists in the achievement of any annual Performance Indicators targets / service delivery plan and contributes effectively to My Performance Conversations Team • Communicates in a clear and concise manner • Liaises with other services across the Council • Liaises with outside bodies where necessary • Contributes to effective teamwork
--	--

The key decision-making areas in the role
Responsible for managing and delivering own work programme on a daily basis. With input from ICT Management decide on how to ensure maximum availability of the computer network and the prioritisation of system improvements and projects.
Customers and contacts
All staff, Service Managers, Heads of Services, Leadership Team, ICT staff in other Councils, Elected Members, Customer Groups such as business customers.

Dimensions of the role	
Financial	Non-financial
Raising Purchase Orders and placing orders with suppliers	- Approximately 100 applications that deliver a range of services - Approx 5,000 annual calls to the helpdesk from 350 customers - Technical environment of approximately 100 10Zig Thin Clients, 130 servers, 50 iPads, 300 Mitel phones - Checking and evaluating work of others - Provision of training, development and guidance

Person Specification

Qualifications and Training	Essential (E) or Desirable (D)	Application	Interview/ Assessment
Good level of basic education including English Language and Mathematics or equivalent	E	X	X
HND in technology subject or equivalent work experience	D	X	X
Knowledge and Experience			
Experience of administering and supporting a wide range of business applications.	E	X	X
Experience of administering and supporting a complex ICT network and telephony system.	E	X	X
Demonstrable experience of providing technical training to business areas, to maximise benefits and efficiencies offered by technology.	D	X	X
Promotes and maintains good external relationships with user bodies and third-party organisations.	D	X	X
Working within an ITIL environment including practical uses of incident/problem/change management	D	X	X
Demonstrable experience of engaging with and influencing stakeholders at all levels.	D	X	X
Considers Information security in all aspects of work undertaken	E	X	X

Skills			
Excellent team player	E	X	X
Ability to work flexibly to suit the demands of the job	E		X
Effective communication both written and oral.	E	X	X
Ability to work on own initiative and take responsibility where required	E	X	X
Customer service focus, specifically in an ICT environment	E	X	X
Excellent inter-personal skills, which are reliable in situations of challenge and conflict.	E	X	X
Aptitude to develop technical skills in ICT and to master new concepts quickly	D	X	X
Excellent problem solving and investigative skills	E	X	X
Additional Requirements			
Must be legally entitled to work in the UK	E		X
Hold current car license and ability to drive	D		X
Flexibility to work variable hours including evenings and weekends	D		X