

# Hinckley & Bosworth Borough Council

## Job description

Post title:	ICT End User Services Engineer
Post number:	R310
Grade:	6
Team:	ICT
Service area:	Corporate and Street Scene Services
Hours:	37 hours per week
Responsible to:	ICT Operational Delivery Manager
Politically restricted:	No
DBS:	Basic
Car allowance:	Casual

## Location

The role is based at Melton Borough Council with regular travel between sites of the extended Leicestershire ICT Partnership (LICTP).

## Job purpose

The ICT End User Services Engineer post is responsible and accountable for providing reliable and robust ICT services as well as end user focused technical support to Leicestershire ICT Partnership council employees and other end users employed by collaborative partners when required.

The post holder will be responsible for supporting end users through ICT service desk incidents and service requests as well as end user facing infrastructure works. The post holder will be co-opted to technology projects commensurate with the grade. The post holder will report directly to the ICT Operational Delivery Manager or End User Services Team Leader.

Communication skills, diplomacy as well as an excellent technical capability are essential attributes for the post.

The post holder will be responsible for the delivery of successful technical projects/work packages, working to, or exceeding, published Service Level Agreements.

## **Main accountabilities**

1. To provide technical support to end users answering support queries and managing incidents and service requests through the Service desk software.
2. Maintain a high degree of customer service for all support queries, taking ownership of incidents, service requests, problems or other user requirements.
3. Proactively monitor and deal with all service calls on the Service Desk Management system in line with SLA.
4. Support end users in the use of ICT equipment, systems, technologies, and applications.
5. Support of the implementation of existing and new infrastructure, technology acquisitions, software solutions and upgrades focused on the end user facing services.
6. Responsibility for completion of work schedules, working as a project support and as directed by the ICT End User Support Team Leader or ICT Operational Delivery Manager.
7. Contribute to and maintain the ICT Service Knowledge Base updating and publicising self-help guides as appropriate.
8. Ensure ICT assets are accurately accounted for and maintained.
9. To provide on-site and remote support on an in hours rota with a team of colleagues.
10. To own and be responsible for completion of tasks assigned, troubleshooting issues, and delivering to established standards and quality expectations (seeing through to resolution and right first time).
11. Able to follow and implement technical procedures to ensure infrastructure is supported, current and remains fit for purpose.
12. Able to maintain / uphold security standards in line with published best practice / guidance and ICT policies.
13. Maintain effective communication with other technical staff, client team, third party support staff and users.
14. Create and amend necessary documentation including, but not limited to, asset registers, FAQs, user guides to ensure project controls and appropriate technical knowledge is maintained across the service area.

15. Manage and coordinate supplier activity in support of incident / service request / project and service improvement activities
16. Work closely with the LICTP systems administrators / stakeholders to support incident / service request and project activity
17. Work closely with the ICT End User Support Team Leader and ICT Operational Delivery Manager to deliver a consistent and reliable end user experience for all partners.
18. Undertaking such duties as are appropriate to your grade and hours of work as may reasonably be required of you by the Operational Delivery Manager or Head of ICT.
19. Participate in an on-call rota for overtime and out of hours works as may reasonably be required of you by the Operational Delivery Manager or Head of ICT.

## **Technical skills**

20. Have a broad technical understanding and able to confidently support work activities to manage and maintain LICTP resources and services, including but not limited to:
  - Desktop/Mobile Environments – Windows 10 & 11; Citrix XenApp/XenDesktop; Apple IOS; Android OS; MDM (Intune)
  - Microsoft Services – Exchange, SQL, SCCM/Microsoft Endpoint Configuration Manager (MECM), WSUS
  - Windows administration tools – Active Directory Administrative Centre
  - Virtualisation technologies – Vmware, Nutanix
  - Remote access systems such as TeamViewer
  - Cloud services – Microsoft 365 inc. Teams, hosted SaaS
21. To comply with the requirements of the Council's data quality management policy, the officers' code of conduct, financial and contract rules and procedures, and with corporate personnel policies and practices, particularly absence management, health and safety and equalities.
22. To undertake such duties as are appropriate to your grade and hours of work as may reasonably be required of you by your line manager. This includes fulfilling the hours of End User support required by the LICTP councils.

Signed employee:

Date:

## The council operates a No Smoking Policy

Job description details	(for HR to complete)
Reviewed by	John Palmer
Job evaluated	Yes
Job evaluation code	FII464
Job evaluation score	485
Latest version date	October 2024

## Hinckley & Bosworth Borough Council

### Person specification

<b>Post title:</b>	ICT End User Services Engineer
<b>Grade:</b>	6
<b>Team:</b>	ICT
<b>Service area:</b>	Corporate and Street Scene Services
<b>Hours:</b>	37 hours per week

### Candidates

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to access your ability to meet each criterion. It's essential that you give at least one example of your ability to meet each of the values and behaviours: being your best, customer focus and team working.

Criteria	Method of assessment
<b>Equality and Diversity</b> Demonstrate an understanding and commitment in relation to equal opportunity and the ability to implement these policies in the workplace.	(A) (I)
<b>Job experience</b> Essential criteria: 1. Providing Service Desk support, remotely and in person using ITIL compliant Service Desk methodologies	(A) (I)

Criteria	Method of assessment
<p>2. 1<sup>st</sup> and 2<sup>nd</sup> level team support role for a medium sized multi-site organisation</p> <p>3. Technical ICT Incident/ Service request/Problem activities</p> <p>4. Responsible support for technical activity for ICT project / incident and Service request activities</p> <p>5. Proven regular experience of working with a variety of different business units</p> <p>6. Experience of working within a busy ICT service</p> <p>Desirable criteria:</p> <p>7. Local government ICT experience</p>	
<p><b>Knowledge</b></p> <p>Essential criteria:</p> <p>8. Excellent ICT technical knowledge of Technologies outlined in the Job Description</p> <p>9. Knowledge and experience of ITIL Service desk management principles</p> <p>Use of a Service Desk Management tool</p> <p>Desirable criteria:</p> <p>10. Awareness of current trends within the wider local government ICT environment</p> <p>11. Working closely with third party specialist providers</p> <p>12. Local government business applications</p> <p>13. Project Management methodologies</p>	(A) (I)
<p><b>Skills and abilities</b></p> <p>Essential criteria:</p> <p>14. Fault finding and resolution for a wide range of hardware and software focused on Microsoft technologies</p> <p>15. Technical experience of support and understanding of; (at least 1 In-depth with exposure to others)</p> <p>16. Desktop/Mobile Environments – Windows 10 &amp; 11; Citrix XenApp/XenDesktop; Apple IOS; Android OS; MDM (Intune)</p> <p>17. Windows administration tools</p> <p>18. Microsoft Windows Servers</p> <p>19. Microsoft Services – Active Directory; Exchange; SQL; SCCM/MECM, WSUS</p>	(A) (I)

Criteria	Method of assessment
<p>Desirable criteria:</p> <ul style="list-style-type: none"> <li>20. Network Infrastructure (LAN, WAN, WLAN, MLPS, VPN, WiFi)</li> <li>21. Telephony/Unified communications</li> <li>22. Endpoint Security</li> <li>23. Storage infrastructure, HPe/Nimble</li> <li>24. Virtualisation technologies (VMWare, Nutanix)</li> <li>25. Cloud services specifically Microsoft 365 including Teams and Apple iOS.</li> </ul> <p><b>Good communication and influencing skills</b></p> <p>Essential criteria:</p> <ul style="list-style-type: none"> <li>26. Able to establish and maintain effective business relationships</li> <li>27. Able to guide and influence the support activities of the ICT service, ICT Contractors and third party suppliers</li> <li>28. Able to produce and present technical documentation for the purposes of supporting the delivery of the ICT service</li> </ul> <p><b>Management/project management</b></p> <p>Essential criteria:</p> <ul style="list-style-type: none"> <li>29. Can confidently support technical service improvements and change following project methodologies / ITIL service management processes</li> <li>30. Able to contribute to project work / prioritize actions and manage delivery expectations</li> <li>31. Able to operate well under pressure and to work to short-term timescales</li> </ul> <p><b>Achievements</b></p> <p>Essential criteria:</p> <ul style="list-style-type: none"> <li>32. Can demonstrate a successful experience supporting complex technical environment(s)</li> </ul>	

## **Our Values and Behaviours**

The council's values and behaviours are there to enhance the development and overall performance of our employees and organisation. These are underpinned by 'flexibility' and 'respect' to reflect that employees are working in innovative and flexible ways.

The values are:

- Being Your Best
- Customer Focus
- Team Working

### **Being your best**

#### **Do behaviours:**

- Look for a positive outcome in every situation
- Develop a 'can do' attitude
- Take pride in what you do
- Be open, honest and positive in your interaction with others
- Be open to others' ideas and ways of working
- Be considerate and see issues from the other person's point of view
- Keep-up-to-date and know your subject
- Admit mistakes and importantly, learn from them
- Be flexible in your job role and be willing to develop your skills, knowledge and ability
- Take responsibility and be accountable for your own actions

### **Customer focus**

#### **Do behaviours:**

- Make the customer the 'first' priority
- Treat others as you would expect to be treated yourself
- Treat all customers fairly and in a respectful and professional manner
- Listen to your customers to deliver a service that the customer wants
- Be passionate about service delivery and remove obstacles and barriers to delivering service effectively
- Ensure flexible service delivery
- Go the extra mile
- Get it right first time and at the first point of contact
- Don't make promises which you can't deliver
- Ensure you carry through your promises and keep customers updated

### **Team working**

#### **Do behaviours:**

- Play to your own and others' strengths
- Be clear about what is expected of you and other team members
- Recognise team members' contributions
- Show respect for colleagues on a personal and professional level
- Look to help others to develop and support them
- Share knowledge and information with other team members
- Be flexible and open to change in how the team performs its work
- Be open to others' ideas
- Celebrate success as a team
- Work with other teams and organisations in order to deliver service effectively

### **Method of assessment key**

- (A) Application
- (I) Interview
- (T) Test
- (P) Presentation
- (C) Certificate