

Job Description *ICT ENGINEER/DESIGNER*

Service:	Digital Services	Team(s):	Data / Design & Implement / Digital Business Engagement / Operate / Service Assurance
Location:	Preston		
Salary range:	£33,782 - £38,890	Grade:	9
Reports to:	Various – Service Area dependent	Staff responsible for:	None

Job Purpose

To provide professional technical ICT Engineer expertise. The role holder will either: a) specify, design and communicate ICT solutions for our customers and for effective implementation; or b) provide operational ICT support, implementation, and maintenance of ICT infrastructure and/or applications and services.

Accountabilities/Responsibilities

- To provide professional technical ICT Engineer expertise. This will include, but not limited to, many of the following responsibilities:
 - Maintain an up-to-date knowledge of ICT technical area(s).
 - Maintain an awareness of solution discipline/client sector trends and policies relating to ICT.
 - Seek advice and guidance from 'subject matter experts' in the industry on technical and operational issues as necessary.
 - Ensure the effective implementation of solutions, projects and programmes.
 - Technical authorship and ownership of solution designs to meet client requirements aligned with the strategic direction of ICT Services.
 - Undertake ICT problem diagnosis and resolution both 2nd line and 3rd line including on call emergency support where required; may be required to provide full 24-hour on call emergency support.
 - Technical support recovery activities following failure, including disaster recovery
 - Implement ICT technical solutions
 - Undertake design and analysis tasks
 - Monitoring performance and propose and implement performance enhancing changes.
 - Helping to ensure that availability targets are met.
 - Understanding the key priorities and targets and the effectiveness of the service.
 - Producing and maintaining appropriate technical and operational documentation.
 - To develop and maintain AskICT knowledge articles.
 - Maintaining an awareness of technology developments and their application.
 - Taking technical ownership with respect to solution design and referring to Solution Architects as necessary.

- Interface with Platform Architects to take account of ICT service, support and operational impacts.
 - Ensure all design deliverables are delivered on time to the correct quality standards.
 - Understand the key design parameters and governance required to deliver a successful design.
 - Defining tactical actions and strategic direction for the designated technical area, including improvements, road mapping and obsolescence, identifying and designing innovative service improvement initiatives with the Platform Architect.
 - Leading discussions with existing and new suppliers and exploring emerging technology options
 - Assisting with the delivery of design methodology, processes and standards.
 - Identifying areas of opportunity to reduce costs where appropriate.
- To ensure industry and local standards are adhered to. This includes but not limited to: Governance and compliance to corporate policy and process.
 - Ensuring ITIL operational procedures are maintained.
 - To ensure all documented AskICT processes including Incident, Change, Knowledge and Problem Management procedures are followed.
 - Adherence to security standards and policies where applicable.
 - To provide ICT Engineer support and/or design input into the following areas:
 - Proactive monitoring
 - Capacity planning and management
 - Availability monitoring and planning
 - Effective roadmaps and obsolescence planning
 - Patching policy and security patch management
 - Evaluation, testing and installation
 - Adherence to security standards and policies
 - Disaster recovery.
 - Provide effective communication within the service and between other services and customers.
 - Ensure that the customer is at the heart of all of the services delivered.
 - Deliver a customer focused service to both internal and external customers.

In addition to the skills knowledge and experience described above, you may be required to undertake a lower graded role as appropriate.

Due to the changing nature of the business, this job description serves as a framework to outline the main areas of responsibility. It is not intended to be either prescriptive or exhaustive and will inevitably change. You may be required to undertake other activities of a similar nature that fall within the remit of your area of work, as directed by service management, and this may entail working from other locations.

Other

- **Equal Opportunities**

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

- **Health and safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

- **Customer Focused**

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

Our Values

We expect all our employees to demonstrate and promote our values:

- **Supportive**

We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.

- **Innovative**

We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.

- **Respectful**

We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.

- **Collaborative**

We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

Person Specification *ICT ENGINEER/DESIGNER*

Requirements	Essential (E) or Desirable (D)	To be identified by: application form (AF), interview (I), test (T), or other (give details)
Qualifications: Industry practitioner qualifications in relevant skill area (e.g. Microsoft, Cisco or Oracle) ITIL Service Management Qualification (Foundation or above) Educated to degree level	D D D	AF/I AF/I AF/I
Experience: Minimum of 2 years design, systems analysis, programming or technical support experience, specialising in the advertised skill areas Proven track record of design or implementation of ICT end-to-end solutions and resultant change Good understanding and practical experience of ITIL methodology and its application in a commercial and local government environment Managing challenging and competing workloads	E D D E	AF/I AF/I AF/I AF/I
Knowledge and skills: Good understanding and knowledge of the products and services relevant to the advertised skill areas Ability to work with a customer to develop an understanding of the most appropriate solution to meet the business need Ability to capture requirements including participation in workshops or interviews and documenting them using approved templates Able to create specifications for types of business, technical or contractual information in appropriate document form Estimate effort in terms of simple time, cost and quality measures Completes own role independently or with minimal supervision/guidance and able to escalate issues as and when appropriate Logical thinker and innovative approach to root cause analysis and problem solving Assists in defining acceptance tests for systems	E D D D E E E D	AF/I AF/I AF/I AF/I AF/I AF/I AF/I AF/I

Carry out basic activities in support of risk management together with the co-ordination of mitigating activities and contingencies	E	AF/I
Good oral and written communication skills	E	AF/I
Ability to understand and demonstrate the strategic perspective in implementing ICT solutions and contribute to strategy in the relevant skill area	D	AF/I
Responds quickly to changing situations, priorities and business needs	D	AF/I
Challenges activities that have no business case or do not clearly meet customer needs	D	AF/I
Takes personal responsibility for delivery against commitments made to customers	E	AF/I
Makes themselves accessible to customers, communicates regularly with them and acts on feedback	E	AF/I
Consults and builds on the views of others	E	AF/I
Shares information across teams and actively helps others to achieve their objectives	E	AF/I
Supports and encourages innovation and the testing out of new approaches	D	AF/I
Simplifies a complex technical world for customers, translating it into their language	D	AF/I
Executes responsibilities	D	AF/I
Other:		
Commitment to equality and diversity	E	AF/I
Commitment to health and safety	E	AF/I
Display the LCC values and behaviours at all times and actively promote them in others	E	AF/I
Totally focused on service delivery and customer satisfaction	D	AF/I
Committed to continuous improvement, enabling the delivery of solutions that provide an increase in efficiency and reduced costs	D	AF/I
Committed to working together based upon one team sharing ideas, knowledge and resources, shared understanding and mutual trust	D	AF/I
Committed to improving the levels of service to all customers	D	AF/I
Flexibility and commitment and present a professional image at all times	D	AF/I
Committed to improving the levels of service to all customers	D	AF/I
Office-based with off-site as required	D	AF/I
Standby and/or support of key applications at weekends and/or public holidays including participation in out-of-hours on-call rotas as well as work outside of standard office hours, as required	E	AF/I
Some of these vacancies are essential car user posts (DELETE IF NOT APPLICABLE)		

You will be required to provide a car for use in connection with the duties of this post and must be insured for business use. In certain circumstances consideration may be given to applicants who, as a consequence of a disability, are unable to drive