

Job Description

SENIOR ICT ENGINEER/DESIGNER

Service:	Digital Services	Team:	Service Assurance / Design & Implement / Operate / Data
Location:	Preston		
Salary range:	£39,571 - £44,624	Grade:	10
Reports to:	Principal ICT Engineer/Designer, Solution Delivery Manager, Head of Data, Systems Support Manager, Information Security Manager OR Senior Solutions Architect	Staff responsible for:	Various depending on Team

Job Purpose

To provide lead technical expertise in a specialist technical area and/or manage a small team of ICT Engineers and ICT Technicians.

As a Senior ICT Engineer, you will provide professional technical ICT Engineer expertise covering operational ICT support, implementation, and maintenance of ICT infrastructure and/or applications and services.

As a Senior Solutions Designer, you will have significant experience in the design and build of solution components and be either growing into the Solution Architecture role or, as a practiced end-to-end designer, you will be increasingly taking overall accountability for some solutions. You will typically be mentoring or leading other Solutions Designers.

Accountabilities/Responsibilities

- To provide lead technical expertise in a specialist technical area and/or manage a small team of ICT Engineers and ICT Technicians. This will include, but not limited to, many of the following responsibilities:
 - Maintain an up-to-date in depth 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.
 - Monitor the work undertaken by ICT Engineers.
 - 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. Mentor, support and provide guidance to ICT Engineers and ICT Technicians.
 - Provide immediate line management and supervision for the team in all matters relating to performance, conduct and attendance.
 - Manage and prioritise the workloads of the team against agreed targets and benchmark appropriately against other teams.
- An 'installation expert' in a specific technical area of expertise including but not limited to many of the following:
 - Taking a lead role in problem diagnosis and resolution including on call emergency support where required; may be required to provide full 24-hour on call emergency support.
 - Taking a lead role in technical support recovery activities following failure, including disaster recovery.
 - Monitoring performance and propose and implement performance enhancing changes,
 - Ensuring that availability targets are met.
 - Producing and maintaining appropriate technical and operational documentation.
 - To develop and maintain knowledge articles.
 - End-to-end design responsibility.
 - Overall accountability for some solutions.
 - Covering for, and undertaking, architect tasks.
- 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 follow all documented AskICT processes including Incident, Knowledge, Change and Problem Management procedures.
- Adherence to security standards and policies where applicable.
- To provide lead ICT Engineer support and/or design lead in 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.
- Assist in the development of skills required to deliver ICT Services
 - Identifying training courses for ICT Engineers and Technicians.
 - Supporting the development of ICT Engineers and Technicians.
- 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

- Behave in a manner that ensures the dignity at all times of all staff and customers.
- Demonstrate behaviours that encourage harmonious working relationships with and between staff, customers and suppliers.
- Be accountable for self-development in equality practice and issues through active participation in associated learning programmes.
- Take all necessary steps to ensure that the provisions of Data Protection Act and related legislation are observed to protect the rights of the individual.
- By adhering to documented procedures, play an active role in the achievement and support of all Quality Standards within Lancashire County Council.
- To comply with relevant policies and practices relating to training and development, including a regular development appraisal.

- Undertake, wherever required, other responsibilities and duties including work related to 3rd party external business, on behalf of the company, where this is commensurate with the grade of the post. This may entail working from other locations.
- Be responsible for ensuring that all duties and responsibilities comply with all statutory requirements and with policy and procedure.
- Due to the changing nature of the business, this job description serves as a framework to outline the main areas of responsibility at the time of writing. It is not intended to be either prescriptive or exhaustive and will inevitably change.
- Postholders are expected to be flexible and to operate in different areas of work/carry out different duties as required, at the grade or lower.

- **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 *SENIOR 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)	D	AF/I
ITIL Service Management Qualification (Foundation or above)	D	AF/I
Educated to degree level	D	AF/I
Experience:		
Minimum of 3 years design, systems analysis, programming or technical support experience, specialising in the advertised skill areas	E	AF/I
Proven track record of design or implementation of ICT end-to-end solutions and resultant change	E	AF/I
Good understanding and practical experience of ITIL methodology and its application in a commercial and local government environment	D	AF/I
Managing challenging and competing workloads	E	AF/I
Ability to lead and motivate high performance teams	D	AF/I
Knowledge and skills:		
Team leadership, line management, motivation and coaching skills	E	AF/I
Able to manage a range of activities according to their priority and deal with uncertainty and ambiguity	E	AF/I
Able to escalate issues to other parties, assign tasks and track progress (often including suppliers)	E	AF/I
Ability to assess and define workloads and provide appropriate resource to undertake activities	D	AF/I
Able to organise, measure and monitor performance	D	AF/I
Substantial design, systems analysis, programming or technical support expertise	E	AF/I
A 'design expert' or 'installation expert' in a specific technical area	D	AF/I
Confidence and ability to communicate and present complex detail in a format that is understood by all	E	AF/I
Ability to prioritise and work to tight timescales	E	AF/I

Ensures expectations are understood by all - team, peers, customers	E	AF/I
Good understanding and knowledge of the products and services relevant to the advertised skill areas	E	AF/I
Ability to work with a customer to develop an understanding of the most appropriate solution to meet the business need	D	AF/I
Ability to capture requirements including participation in workshops or interviews and documenting them using approved templates	E	AF/I
Able to create specifications for types of business, technical or contractual information in appropriate document form	D	AF/I
Estimate effort in terms of simple time, cost and quality measures	E	AF/I
Completes own role independently or with minimal supervision/guidance and able to escalate issues as and when appropriate	E	AF/I
Logical thinker and innovative approach to problem solving	E	AF/I
Able to clearly identify the root cause of a problem and formulate and evaluate a range of solutions	E	AF/I
Assists in defining acceptance tests for systems	D	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 to agreed standards and deadlines	E	AF/I
Commitment:		
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	E	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	E	AF/I
Committed to improving the levels of service to all customers	D	AF/I
Commitment to equality and diversity	E	AF/I
Commitment to health and safety	E	AF/I
Other:		
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
Flexibility to attend meetings outside of normal office hours	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