

## Job Description

<b>Post Title</b>	Technology Specialist	<b>Grade</b>	Scale 6-SO1 (Career graded)
<b>Post No</b>		<b>Other Payments</b>	
<b>Directorate</b>	Resources	<b>Hours of work</b>	37
<b>Team</b>	ICT Team	<b>Contract Period</b>	
<b>Responsible to</b>	ICT Manager	<b>Supervisory Responsibility for</b>	None

<b>Job Purpose</b>
<p>To work as an effective member of the ICT team with responsibility for ensuring the ICT infrastructure, networks and systems are fit for purpose, efficient and reliable.</p> <p>To support hybrid meetings including evening committee meetings.</p> <p>To lead in the development, enhancement, and maintenance of a fit for purpose technology infrastructure that supports effective service delivery</p> <p>To provide support and assistance to all ICT customers ensuring that productive working relationships are developed.</p>
<b>Responsibilities and Duties</b>
<ul style="list-style-type: none"> <li>• Develop and support fit for purpose ICT infrastructure, networks and solutions to all service areas</li> <li>• Provide a professional, flexible, customer responsive and high quality proactive ICT support service</li> <li>• Develop and support ICT transformation and improvement projects agreed in the ICT Strategy</li> <li>• Work with internal customers and partners to ensure resilience, security and reliability of all systems including appropriate upgrades</li> <li>• Review all maintenance, upgrade and support arrangements with third party providers to negotiate maximum value for money</li> <li>• Provide technical knowledge and support to stakeholders (including elected members) on new technologies that support more efficient means of service delivery</li> <li>• Contribute positively to team development by sharing knowledge, ideas and engaging in team initiatives</li> <li>• Provide helpdesk support and advice on a reactive basis to all ICT customers</li> <li>• Ensure compliance with all policies, procedures and standards taking appropriate measures to minimise risk</li> <li>• Implement business continuity measures / and resilience protocols to ensure the protection of systems and data through the development of effective fire walls, authentication and security</li> <li>• Demonstrate a positive attitude and desire to achieve successful outcomes including being flexible and open to change</li> <li>• Demonstrate continuous professional learning and development in ICT</li> </ul>

# PERSON SPECIFICATION

POST TITLE: ICT Technical Support Officer

DIRECTORATE: Resources		POST NO:
COMPETENCIES (All competencies listed are <u>essential</u> to the post)		METHOD OF ASSESSMENT
<b>CUSTOMER FOCUS</b> <ul style="list-style-type: none"> <li>• Treats employees as customers</li> <li>• Puts the customer first and values the customer in everything they do</li> <li>• Is professional, polite and friendly at all times</li> <li>• Appreciates the customer is the only reason there is a job</li> <li>• Challenges whether the existing ways of doing things meet customer need</li> </ul>		Application / interview
<b>WORKING TOGETHER</b> <ul style="list-style-type: none"> <li>• Promotes effective working across different service areas</li> <li>• Accepts and provides constructive challenge</li> <li>• Is an effective team player</li> <li>• Demonstrates the ability to learn from others</li> <li>• Focuses on solutions rather than problems</li> <li>• Works with others to deliver great performance</li> </ul>		Application / interview
<b>EFFECTIVE COMMUNICATION</b> <ul style="list-style-type: none"> <li>• Clearly explains the reasons for decisions made</li> <li>• Open, honest and transparent in all communications</li> <li>• Champions success at every opportunity</li> <li>• Demonstrates the ability to listen and understand</li> <li>• Never 'bad mouths' the organisation</li> <li>• Contributes to feedback and engagement at work</li> </ul>		Application / interview
<b>PRIDE &amp; INTEGRITY</b> <ul style="list-style-type: none"> <li>• Demonstrates enthusiasm and personal commitment</li> <li>• Takes pride in working for Fylde Council</li> <li>• Enjoys the work they do in their chosen career</li> <li>• Has respect for others at all times</li> <li>• Appreciates and values the opinion, interests and views of others</li> <li>• Always represents Fylde in a positive manner</li> </ul>		Application / interview
<b>STRONG LEADERSHIP MANAGEMENT</b> <ul style="list-style-type: none"> <li>• Is always accessible and approachable</li> <li>• Leads by example and always displays a positive attitude</li> <li>• Motivates, encourages and supports others to achieve their best</li> <li>• Has a strong focus on doing what is best for the organisation</li> <li>• Manages change as part of the 'day job'</li> <li>• Makes creative suggestions about how to do things better</li> </ul>		Application / interview

QUALIFICATIONS	ESSENTIAL/ DESIRABLE	METHOD OF ASSESSMENT
Degree or equivalent experience in an ICT related subject	E	Certificate
Evidence of continuous professional development in ICT	E	Application
Certificate in networking e.g. CISCO certified	D	Certificate
Certificate in network security e.g. Microsoft Security Technologies	D	Certificate

SKILLS / KNOWLEDGE / EXPERIENCE	ESSENTIAL/ DESIRABLE	METHOD OF ASSESSMENT
Experience of working effectively in a technical team	E	Interview / App
Demonstrate knowledge and experience of infrastructure support, maintenance and security	E	Interview / App
Working knowledge and ability to administer Windows Server 2008 upwards	E	Interview / App
Demonstrate exceptional customer care and communication skills	E	Interview / App
Excellent / advanced ICT knowledge in the following areas: <ul style="list-style-type: none"> <li>• Pass work from “beta” to “live” environments</li> <li>• Networking, hardware and software security and back up</li> <li>• Trouble shooting and administration</li> <li>• Security, resilience, maintenance and upgrade of major systems</li> </ul>	D	Interview / App
Ability to train others on ICT system interfaces, security protocols and data protection techniques	D	Interview / App
Appreciation and knowledge of wide and local area networks including security	D	Interview / App
Evidence of keeping ahead of current development in ICT technologies	D	Interview / App
Ability to design, implement and run Microsoft Windows operating environment including security for a typical local authority organisation	D	Interview / App

<p><b>Career Graded Requirements</b></p> <ul style="list-style-type: none"> <li>• <b>At Scale 6- Completion of technical ICT training (e.g. CompTia/ Microsoft)</b></li> <li>• <b>At SO1- Professional technical certification (e.g. CompTia/ Microsoft MCP) and ITIL.</b></li> </ul>
<p><b>Other Requirements</b></p> <p>Demonstrate commitment to equal opportunities together with a clear appreciation of equalities issues, inclusion and respect for others.</p>
<p><b>DATE: September 2023</b></p>