



Cumberland Council

Post Specification

Date	September 2023
Post Group Number	6671
Post Title	ICT Field Engineer
Job Family	Regulation and Technical
Job Family Role Profile	RT9
Final Grade	Grade 10 (inc JWC's)

To be read in conjunction with the job family role profile

Service Area description

Business Service – Digital Innovation & ICT

Purpose of this post

- The purpose of the Field Engineer is to provide technical support services for all ICT end users within the Council via a range of technical and non-technical tools, techniques and maintenance.
- Supporting the Field Engineering Manager – Field Engineering with technical advice, service planning and other related issues.
- Working within the Council ICT team to deliver the best experience for all ICT end-users.

Key job specific accountabilities

- Provide advanced ICT 2nd line support for Incidents and Requests for all Council and some external users
- Manage and organise the evaluation, installation and support of an extensive variety of ICT related products and equipment via either remote access tools or direct on site interaction.
- Manage and organise Site Surveys, commissioning and decommissioning of CCC sites, Office Moves throughout the CCC in accordance with BP4W and Property.
- Act as Technical Lead and/or primary on-site point of contact for a specified technology or group of technologies, liaising between end-users and other teams within ICT section and external third party suppliers regarding any concerns which occur during implementation of all ICT projects within set time scales as required.
- Provides technical skills and expertise to help successfully deliver projects and service improvement initiatives within agreed milestones.
- Evaluate, configure software and hardware ICT resources to meet end users requirements in full. Analysing and resolving product issues (software and hardware), including the interpretation of diagnostics reports (e.g. system logs, network statistics, fault codes etc.) to determine root causes and liaise with other ICT sections, third party suppliers and colleagues to provide a successful resolution.
- Works in a flexible professional manner with other teams within ICT section, ICT end-users and third party suppliers, as well as, developing and maintaining a positive professional contact with third party suppliers. Being responsible for continuing end-user support until resolution completed satisfactory.
- Provides technical training and user functionality training to end-users and colleagues as and when required.

- Capture knowledge and contributes to service improvement (including technical documentation) and business continuity planning and testing for a specified technology or group of technologies to allow verification of ICT related systems and products to ensure suitability for deployment.
- Analyse, research and develop new products prior to preparing software packages for deployment and implementation.
- Assessing compliance with Council policies and regulatory frameworks, and enforcing/assuring their application. Compiling accurate reports/accounts of work undertaken, issues and problems identified and their impacts on work programmes and Council initiatives.

Please note annual targets will be discussed during the appraisal process

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Key facts and figures of the post

Budget Responsibilities	<ul style="list-style-type: none"> • N/A
Staff Management Responsibilities	<ul style="list-style-type: none"> • Assist Team members, colleagues and end users
Other	<ul style="list-style-type: none"> • Responsibility for low amount of ICT Assets

Essential Criteria - Qualifications, knowledge, experience and expertise

- NVQ4, HND+, Gen deg, prof qualified (ex degree) or demonstrable relevant competence
- In depth theory and further job knowledge of fundamentals of computer technology, installation and configuration of PCs, laptops and related hardware, and basic networking.
- Significant period of working in a relevant role or environment
- Set up and support extensive computer services requiring understanding of applications, alternative packages, and interfaces with networks.

Ability to travel independently to sites throughout the county

Disclosure and Barring Service – DBS Checks

- This post does not require a DBS check.

Job working circumstances

Emotional Demands	Minimal emotional demands.
Physical Demands	Periodic demand for lifting heavy and/or bulky equipment, and/or working in awkward or confined spaces and at heights.
Working Conditions	No exposure to adverse weather, occasional working with adverse temperature and/or noise, normal levels of adverse people behaviour.

Other Factors

- Some direct responsibility for ICT systems and full drivers licence