

Post Specification

Post Specification - Key Information

- **Post Title: ICT Engineer**
- **Date: June 2025**
- **Post Group Number: 8679**
- **Job Family: Organisational Support**
- **Job Family Role Profile: RT9**
- **Final Grade: 10**

To be read in conjunction with the job family role profile.

Service Area Description

This role will be part of the Westmorland & Furness ICT Service, Enabler Services Directorate.

Purpose of this Post

- The purpose of the ICT 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 ICT Operations Manager 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
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Key Job Specific Accountabilities

- Provide advanced ICT 2nd line support for Incidents and Requests for all Council and some external users
- Provide support and mentoring to ICT Technicians who provide 1st Line Support and triaging of calls
- 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 Westmorland and Furness sites, Office Moves throughout the council in liaison with ICT Programme Management Office and Property Services
- 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

- Responsible for identifying and, where required, escalating issues relating to third party suppliers to the Infrastructure Manager
- 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
- Responsible for operating within appropriate controls for changes in the technology environment
- 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.

Key Facts and Figures of the Post

- **Budget Responsibilities:** n/a
- **Staff Management Responsibilities:** Assist Team members, colleagues and end users
- **Other:** Some responsibility for ICT Assets

Essential Criteria

- **Qualifications:** NVQ4, HND+, Gen deg, prof qualified (ex degree) or demonstrable relevant competence
- **Knowledge:** In depth theory and further job knowledge of fundamentals of computer technology, installation and configuration of PCs, laptops and related hardware, and basic networking
- **Experience:** Substantial period of working in a relevant role or environment
Use of Advanced Software tools for application support and development
Theoretical and practical knowledge of the effective application of ICT in organisations
- **Expertise:** Set up and support extensive computer services requiring understanding of applications, alternative packages, and interfaces with networks

Disclosure and Barring Service (DBS) Checks

- This post requires a DBS check.
- The level of check required is (*remove others not required*):
 - DBS Basic

Job Working Circumstances

- **Emotional Demands:** Minimal emotional demands.
- **Physical Demands:** No 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:** n/a

Other Factors:

- You may be required to travel to all Westmorland and Furness sites, should this be required to carry out and specific work
- There may be occasions you are required to work outside normal working days and hours