Role Profile

Part A - Grade & Structure Information

Job Family Code	**9RT**	**Role Title**	**Technical Consultant**
Grade	PS9	**Reports to (role title)**	**Service Hub Manager/Senior Technical Consultant**
		Directorate	**Business Services - Orbis**
JE Band	314-370	**Service**	**IT & Digital**
		Team	**Customer and Partnerships**
		Date Role Profile was created	**Sep-17**

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	This role contributes to the provision and support of the IT infrastructure and core applications, which are critical in support of both front line and back office service delivery. The role needs to maintain an expert knowledge and understanding of its specific technology area and how it is used.It has responsibility for the overall ownership and management of allocated work, including customer communication and appropriate escalation. It is essential that the role has an advanced understanding of the impact their technology area has on the business.To ensure the smooth, timely and successful installation of IT equipment and to assist in the analysis, planning and execution of IT-related functions in support of configuration changes and scheduled operations.To provide technical support for the first, second and third line support functions and Members as required. To provide testing, installation, configuration and troubleshooting services for hardware and software including: PCs and peripheral devices; Internet and email/communications services; PC software; desktop protection and virus protection software; and User and resource connectivity, in accordance with service level agreements in place.To maintain a detailed knowledge of modern hardware, software and networking products. To research new technologies and evaluate new IT products, liaising with suppliers, Senior IT Analysts and the IT Support Manager(s); to report findings and make recommendations. To bench test hardware and software; to develop, test and document standard configurations and installation procedures for approved hardware, software and networking and communications products. To carry out on site activities relating to Moves, Adds and Changes, including requirements gathering and an element of business analysis to give accurate and relevant advice and support to the customer. To prioritise actions and monitor progress and outcomes so that internal milestones and customer deadlines are met. To work within the documented ITIL® Incident Management, Problem Management, Change and Release Management processes to ensure that all Incidents are promptly resolved and closed and Problems are investigated and given the attention and resource appropriate to their priority level. To undertake detailed technical analysis of Problems, identifying root causes and designing work arounds and permanent resolutions for release. To take responsibility for the resolution of Incidents, Tasks and Problems of a more complex nature and which may have a greater impact upon the business.To document all activities undertaken appropriately and accurately, ensuring that work is logged and regularly updated in the IT Service Management tool. This role will require participation in the out of hours support rota as per contractual requirements.
Work Context	IT & Digital is a service within the Orbis partnership, providing technology and business change suport to Surrey County Council, East Sussex County Council and Brighton & Hove Council. This role is part of Customer and Partnerships within the Orbis IT & Digital Service. This Service provides mission critical operational support, innovative project delivery and dynamic strategic leadership that underpins delivery of the business priorities and service outcomes for the Orbis partner authorities and customers. This role will require frequent travel across the Orbis geography.
Line management responsibility if applicable	Will have line management responsibility for a small team.

Budget responsibility if applicable	N/A
Representative Accountabilities Typical accountabilities in roles at this level in this job family	Planning & Organising • Deliver projects and/or audits within a defined area of work as directed to input to relevant strategies and contribute to the delivery of directorate objectives. Policy and Compliance • Input as required to the development of strategies and policies. • Provide guidance and support to stakeholders as required to ensure policy and specification compliance. People & partnerships • Deliver high quality technical advice/ services engaging a range of stakeholders. • Liaise, communicate and build relationships with other departments, customers, partner organisations, agencies and/or contractors to engage and consult on plans or projects as appropriate. • May manage a team to deliver standardised processes and ensure all officers are appropriately supervised, managed and trained. Resources • Ensure that work and projects are delivered within agreed resources and assist with budget/resource management in accordance with council policies and procedures. • May have delegated responsibility for a budget(s). Analysis, Reporting & Documentation • Assess data and conduct analysis in a technical area, presenting results and putting forward recommendations to support decision making. Duties for all Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• Appropriate technical qualification at Degree, HND or HNC level. • May require a specialist technical qualification or membership of an appropriate professional institution. • Sound understanding of subject matter, legislation, principles and practices relevant to the technical area. • Ability to apply project management principles and techniques to manage a range of projects through to completion. • Practical or professional experience and understanding of a specialist area or supporting service teams and/or providing support to the public. • Ability to work on own initiative, with solution focused problem solving skills. • Proven written and oral communication with the ability to engage and work in collaboration with others. • Comprehensive knowledge of computerised business systems.
Details of the specific qualifications and/or experience if required for the role in line with the above description	May require travel across the Orbis Geography to meet the demands of the role To maintain and develop an appropriate awareness of professional, technical and legislative changes affecting IT & Digital's business and that of its customers, sufficient to ensure that the services are provided to a level of excellence. Demonstrate an appreciation of ICT Service Management best practice. ITIL qualifications in relevant areas will be advantageous. Excellent knowledge of policies & procedures and legislative requirements relevant to service area. Excellent knowledge of ICT technologies. Advanced practical knowledge of relevant technical and professional area

Role Summary	Roles at this level are technical specialists professionally qualified in their specialist area. They will provide technical and regulatory guidance and advice to a range of stakeholders in order to assess and mitigate risk and monitor and ensure compliance with relevant requirements. They will have a fair degree of autonomy and work closely with a range of technical and non technical stakeholders. Forward planning could be for months ahead and the role will contribute to longer-term development.

Reference Number	BM-2018-056