Role Profile

Part A - Grade & Structure Information

Job Family Code	7RT	Role Title	Technician
Grade	PS7	Reports to (role title)	Senior Technician/Technical Consultant/Senior Technical Consultant
		Directorate	Business Services - Orbis
JE Band	228-268	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	To provide support to ICT customers in order to ensure the timely and effective resolution of Incidents and Tasks concerning IT equipment, software and services thereby maintaining productivity within the organisation. To achieve permanent resolutions to Problems identified in the IT software, services, infrastructure and equipment and to work proactively to ensure that Incidents are prevented where possible and future Problems are identified as quickly as possible. 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. Assist with the commissioning and coordination of external agencies and contractors. Install, maintain, and support IT services covering a range of locations, enable the use, support and development of applications and systems in accordance with business requirements and targets, define and implement solutions to satisfy business needs as defined by the Service Hub Manager. To undertake the analysis, planning and execution of IT-related functions for a variety of purposes. For example, for IT changes, installations or upgrades, ensuring that they are carried out on time and liaising appropriately with colleagues, in order to ensure a seamless transition from old configuration to new. To present a professional profile for the IT service to ensure customer satisfaction and to develop a positive reputation for the service. To maintain an awareness of the skills and technical strengths of IT colleagues in order to ensure that Incidents, Problems and Tasks can be referred appropriately and maintain a thorough knowledge of the various systems supported and to understand the impact that each has on the business in order to make informed decisions when prioritising work. Create, review and maintain up-to-date technical information for both customers and IT staff and to share knowledge which enables staff to support the IT infrastructure and systems. To provide ad-hoc advice, guidance and training for customers and IT staff in order to assist in colleagues' professional development and to increase customer satisfaction and reduce the likelihood of future Incidents

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.
	This role will require participation in the out of hours support rota as per contractual requirements.
Line management responsibility if applicable	N/A
Budget responsibility if applicable	N/A
Representative Accountabilities Typical accountabilities in roles at this level in this job family	Planning & Organising • Plan and prioritise own work activities for the weeks ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed. Policy and Compliance • Assist with work in a relevant technical or regulatory area in order that statutory and policy compliance is maintained. People & partnerships • Respond to and resolve enquiries and problems, judging when to pass on complex queries or involve others, to provide an effective service and clear advice to colleagues and customers. • Guide and/or supervise junior staff in their duties to facilitate their development and ensure service quality standards are maintained. • Communicate and liaise with service users and/or external contacts, representing the team/service as required. Resources • May assist in the management of a small budget or recovery of income. Analysis, Reporting & Documentation • Collate data, prepare reports/statistics to meet statutory/management information requirements. • Recommend improvements and support implementation to systems, processes and procedures, ensuring best practice is shared across the team. • Support, coordinate and undertake research into a variety of projects in the defined area of activity to support achievement of team's objectives. 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	• Educated to A level, HNC or equivalent, or able to evidence ability at an equivalent level, and/or relevant vocational qualification (level 3/4 QCF). • Knowledge of relevant technical area including, where appropriate, relevant practical skills. • For some roles a relevant degree may be required. • Good IT skills, including MS Office and database management systems. • Good written and oral communication skills with the ability to build sound relationships with customers and explain technical issues to non technical people. • Ability to prepare and present reports in a logical and digestible format. • High level administrative, analytical and organisational skills. • Able to prioritise and plan own workload in the context of conflicting priorities and work on own initiative. • A methodical approach to information gathering, recording and reporting. • Typically previous work experience in a relevant environment.

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 typically provide specialist support services. Many will possess technical rather than professional expertise in the main disciplines. There will be minimal day-to-day supervision, but clear guidance will be available. The roles will plan for the weeks ahead and prioritise to accommodate non standard work. They often require understanding of complex procedures and support systems, and the ability to allocate workload and react to changing priorities. Although most work will follow established patterns, initiative is needed to handle processes and resolve problems and queries based on experience and judgement, mainly without reference to others. These roles may work alone instead of as part of a team, or the system or process used may require more specialist knowledge or experience. Graduate trainees start at this level.

Reference Number	BM-2018-058