

Role Profile

Part A - Grade & Structure Information

Job Family Code	8RT	Role Title	Senior Technician
Grade	PS8	Reports to (role title)	Service Hub Manager/Technical Consultant/Senior Technical Consultant
		Directorate	Business Services - Orbis
JE Band	269-313	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	<p>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.</p> <p>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.</p> <p>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.</p> <p>Enable the use, support and development of applications and systems in accordance with business requirements and targets.</p> <p>This role will require participation in the out of hours support rota as per contractual requirements.</p>
Work Context	<p>IT & Digital is a service within the Orbis partnership, providing technology and business change support to Surrey County Council, East Sussex County Council and Brighton & Hove Council.</p> <p>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.</p>
Line management responsibility if applicable	N/A
Budget responsibility if applicable	N/A

<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<p>Planning & Organising</p> <ul style="list-style-type: none"> • Undertake and coordinate projects, feasibility studies and reviews in a defined area of activity to support and enhance service delivery. • Provide a range of specialist services advising and assisting customers in area of expertise, to maximise service quality, efficiency and continuity. • Plan and prioritise own work activities for the months ahead, to ensure operational efficiency. • Respond effectively to changing demands, adjusting priorities as needed. <p>Policy and Compliance</p> <ul style="list-style-type: none"> • Ensure personal and where appropriate team compliance with established protocols, procedures and practices. • Audit and monitor compliance of 3 parties with council requirements. <p>People & partnerships</p> <ul style="list-style-type: none"> • May manage staff, or supervise the work of others, allocating and prioritising work and managing performance to secure efficient service delivery. • Resolve issues/queries independently, recommend alternative solutions if unable to assist, and ensure efficient, day-to-day customer service is delivered. <p>Resources</p> <ul style="list-style-type: none"> • May be required to maintain specialist equipment, systems and software (or maintain knowledge of these in some roles) • May manage or assist with budget/resource management in accordance with the council policies and procedures. <p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Collate, store, record and analyse relevant data producing high quality reports, controlling data quality and integrity and recommending actions as appropriate. <p>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.</p>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> • Educated to 'A' level, HND standard, or equivalent or able to evidence ability at an equivalent level. • May require a qualification relevant to the specific nature of the role. • Knowledge of relevant legislation, practices and policies applicable to specialist area. • For some roles a relevant degree may be required. • Excellent IT skills, including MS Office and database management systems. • Ability to undertake technical work relevant to the role. • Excellent written and oral communication skills with the ability to build sound relationships with customers. • Ability to apply specialist knowledge to respond to complex enquires from a range of stakeholders. • Previous experience processing, analysing and reporting data. • Previous practical experience in a relevant field. • Ability to manage a range of projects through to completion. • Effective interpersonal, influencing and negotiation skills. • Experience of leading a team (where appropriate).
<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	<ul style="list-style-type: none"> • Desktop environment including hardware characteristics, Operating Systems, servers, office productivity systems (e.g. Office), business line applications, disk imaging, problem management, and backup & recovery. • Voice including principles of telecommunication infrastructure design and development, security, types of private network, and addressing. • Data including principles of data infrastructure design and development, security, protocols, LANs and WANs, data standards, types of private network, and addressing. • Conversant in IT Best Practice at a good level with an understanding of the standards that govern service delivery – an ITIL Foundation Level certificate is desirable.

Role Summary

Roles at this level may manage a straightforward operational activity or small team or provide specialist support services or they are at a graduate level of a professional discipline. They have in-depth knowledge of methods, systems and procedures and possess practical understanding in one or more technical or specialist disciplines. A thorough knowledge of their own area or discipline is required although overall supervision from a more experienced professional is available. They work collaboratively with customers, staff, partner organisations, agencies and/or contractors and play a major role in maintaining quality standards and/or engaging in project management.

