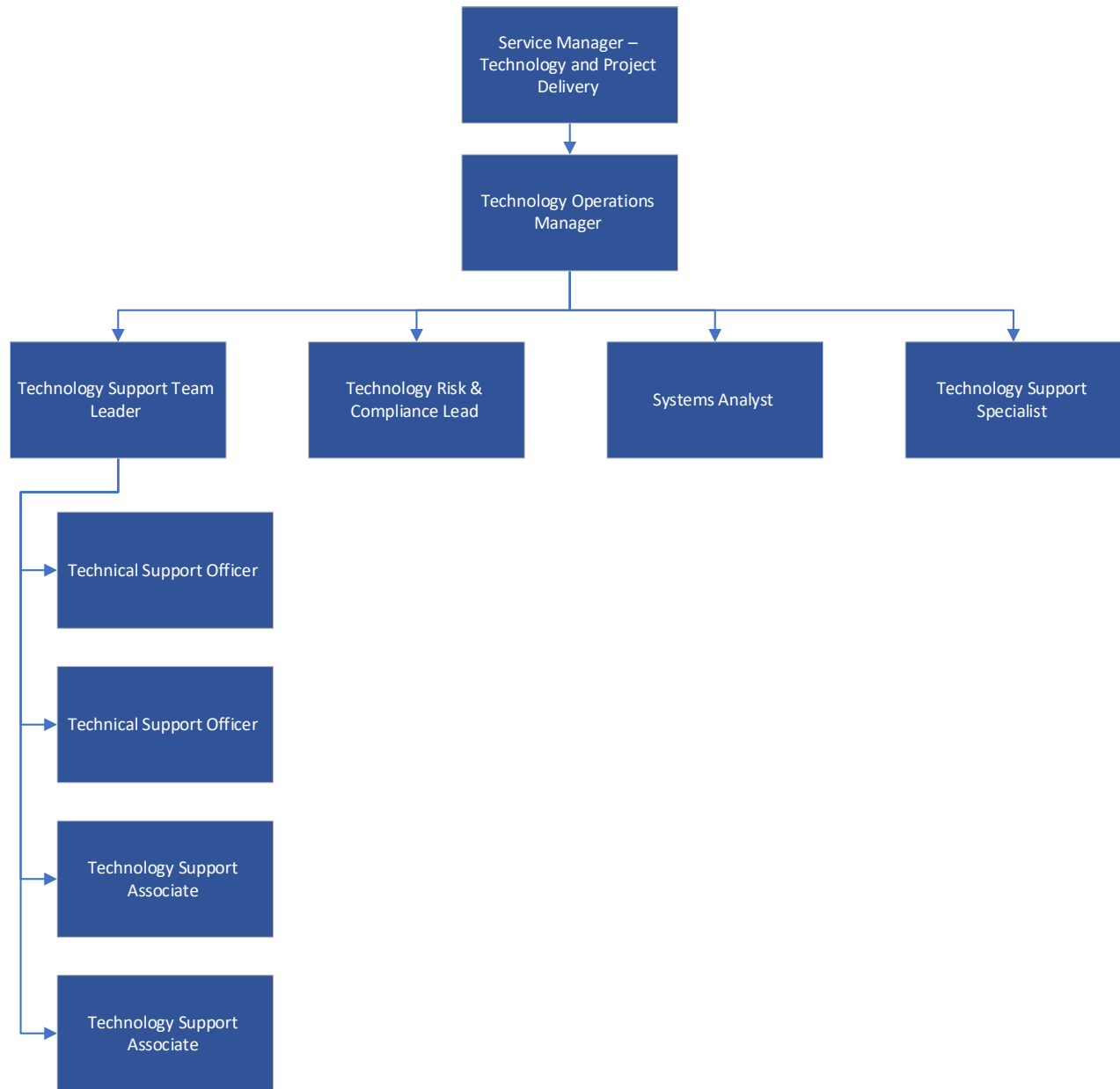


 WOKINGHAM BOROUGH COUNCIL	Job Description		Job Reference
Job Title	Technical Support Officer		
Service	Chief Executives Office, Digital, Data and Technology	Team	IT
Location	Shute End		
Reports to	Technology Support Team Leader		
Responsible for	No Direct Reports		
Grade	Type of position:		Date
Grade 6	Permanent		May 2025
This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.			
<u>Service Purpose</u>			
The Digital, Data and Technology service is responsible for the creation and delivery of the Councils Digital and Technology Strategy and fulfilling the digital ambition of the Council, including the adoption of technology to improve the customer experience. The Digital, Data and Technology service is made up of the following Service areas: - Operational IT and Project Delivery, responsible for the delivery of end user technology and application services along with delivery of all technical projects. - IT Infrastructure, responsible for security, maintenance and optimisation of the Councils server and network estate that underpins the technologies the Council uses. - Digital Innovation, responsible for Digital delivery including development of the Councils CRM and inhouse developed applications. Responsible for identifying and implementation of digital tools specifically with regards to Artificial Intelligence and Automation. - Data Engineering and Science of the Councils data assets			

<u>Purpose of the role</u>	
To manage a wide range of technical solutions across the Council's ICT estate to ensure good service to customers. These will include core Microsoft technology across Servers and Desktop environment including the support of development and upgrades. The Technical Services Support Officer will predominantly provide technical support to the internal staff and will be working closely with colleagues across the Corporate IMT department, trying to resolve the customers' issues in a timely fashion.	
<u>Main Accountabilities</u>	
1	Incident Management - Act as a single point of contact regarding the placing and resolution of IT issues and queries - Recording, tracking and prioritising incidents. Making an initial assessment of requests, attempting to resolve them or referring them to another support team who can. - Troubleshooting of IT related problems (software/hardware) - Providing advice and guidance - Take ownership of IT problems and follow up the status of problems on behalf of the customer, including communicating progress in a timely manner
2	Service Request Management - Resolving all levels of Service Requests for customers, including application & account access - Using Active Directory to create user accounts, reset passwords and creation of groups
3	Configuration Management Maintaining the Council's Asset Database, applying and tracking changes
4	Customer Service To be able to communicate with users in a professional, empathetic manner, with the ability to reason and effectively troubleshoot their problem with an understanding of the business needs
5	Administration & Support - Publishing support documentation to assist staff with requests for information - Maintaining the Council's IT knowledge base - Maintaining the IT self-serve documentation
6	Support the implementation of cloud based delivery of IT services for WBC.
7	Carry out a range of ITIL based activities across a wide range of technologies on the Council's ICT estate. Processes include incident management, problem management, capacity planning, patch management and change management.
8	Provide technical support for a wide range of technologies across the Council's including: Microsoft core technologies – O365, Lync, Windows Phones, Windows server, Windows desktop, Application configuration across desktops, Specialist technical solutions including secure mail, secure VPN, mail and web filtering
9	Ensure the effective operation of The Council's technical estate. Ensuring services are documented, managed and available.
10	Support skill sharing and a flexible support delivery model across teams within IMT. This includes both giving and receiving of skill sharing.
11	Support project delivery by undertaking technical based tasks as required.
12	Ensuring that the IT Computer Rooms and Working areas are always cleared of waste materials and that the working areas are safe to work in

13	To be able to communicate with users in a professional, empathetic manner, with the ability to reason and effectively troubleshoot their problem with an understanding of the business needs
14	Apply technical skillset to assist the delivery of the IMT Service
Supervision Received	Reporting to and receiving supervision from the Tech Support Team Leader. Post holder will receive daily supervision.
Supervision Given	None
Contacts & Working Relationships	Key technology suppliers and internal stakeholder support to all levels
Management of resources or budget	None
Special Factors	Ability to travel to a variety of locations in borough and work outside of standard office hours when required.

Organisation Chart



Person Specification

Focus on describing the qualifications, skills, knowledge and experience an individual will require to successfully undertake the role. These should be split between essential and desirable.

Qualifications	Essential	Desirable
	Educated to a higher level (e.g. degree, HND), or be able to demonstrate equivalent knowledge, skills and aptitude	

Technical Skills.	Essential	Desirable
	Core Microsoft technologies including O365, Exchange, Skype, Teams, Windows server, Windows desktop, SQL Server, Windows phones	
	Common technical ICT solutions e.g. web and mail filtering, virtual server environments, VPN solutions	
	Implementation and support of cloud based services	
Knowledge and Experience	Essential	Desirable
	Excellent understanding of ICT service principles and practices, based on ITIL V4	
	Excellent understanding of all ICT technical and core software components.	
	Information and data management and development in the public sector	
	Substantial high levels of communications skills, being able to explain complex situations to people without high levels of technology skills	
	Excellent the ability to manage and resolve complex ICT incidents.	
	Substantial experience of successfully managing people and possesses a customer focus in all interactions	
Other	Essential	Desirable
		Full UK Driving License
Completed by:	Simon Beasley	Date: May 2025