

Lancaster City Council - Job Description & Person Specification

Job Title:	Technical Engineer	Grade:	GG9 9	Job Code:	LCC674
Service/Team:	Resources, ICT	Role Type:	HYBRID	Reports to:	Technical Manager
Line Manages:	N/A				

Job Overview

Work to support and maintain all ICT infrastructure and networks that support the operation of council business, including the local full fibre network and all ICT facilities. Support and maintain the security of all ICT systems and infrastructure through effective patch management and routine maintenance. Identifying and responding to cyber threats. Providing project management and consultancy in regard to technical ICT across the business. Technical architecture design and configuration.

Direct Responsibilities

- Provide 3rd line support assistance on all aspects of ICT to conduct corrective and adaptive maintenance of technical systems and hardware.
- Install, support and maintain the council's ICT infrastructure, including servers, databases, networks, and cloud services, ensuring infrastructure is reliable, secure, and supports the needs of the business.
- Maintaining the schedule of ICT data back-ups and necessary integrity success, including back-up restores and recovery testing.
- Monitor and perform routine maintenance, including effective and timely patch management, to ensure optimal performance and security of systems and infrastructure.
- Respond to security incidents, providing technical support, documentation, and any other tasks, including steps taken to mitigate the impact and lessons learnt from each event.
- Design and configuration of technical systems and infrastructure to preserve the confidentiality, integrity and availability of data and information.
- Support the technical elements of the CCTV estate, including provisioning and configuration of network connectivity, new camera/equipment requirements, decommissioning of old services.
- Assist the business in drawing up user requirements within specifications of requirements.
- Develop and test bespoke products to the agreed specification and delivering the required business benefits.
- Think creatively and work independently to come up with technical solutions to business problems.

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- Produce technical documentation providing commentary to assist maintainers and future technical staff to make accurate changes.
- Produce high quality and easy to follow user documentation to enable users to acquire/improve skills and knowledge in the use of ICT facilities and services.
- Highlight risks and suggests ways in which mitigation can be implemented.
- Design bespoke products to fit specifications of requirements.
- Ensure that all work undertaken follows the principle of ‘secure by design’ and that NCSC guidance is considered when designing and developing technical systems and infrastructure.
- Assist in promoting good working practices relating to cyber security, both within ICT and across the organisation.
- Maintain an awareness of security standards that the council must work within.
- Apply and maintain security best practice in system and technical design to protect against internal and external threats.
- Identify, assess, and mitigate information security risks across the council’s ICT estate.
- Manage projects of moderate size and complexity both within ICT and across the business and undertake the IT Project Manager role in specified users’ projects using any corporate project management standards and appropriate project management methodologies and techniques.
- Manage relationships with third-party vendors and suppliers and supervise installation of ICT hardware and software, ensuring that a fully tested solution is implemented and working to the satisfaction of all parties.
- Support the interrogation of systems to provide evidence of activity to be used in conjunction with the Council’s Disciplinary Policy and Procedure.
- Support the delivery of the ICT, Data, Cyber, Digital Strategy, and any other relevant strategy.
- Support the delivery of digital transformation across the organisation.
- Work collaboratively with other public sector organisations providing consultancy and technical/specialist support.
- Maintain personal up to date knowledge of technological advances and how they could be used at Lancaster City Council by a combination of individual research and identification of own training needs.
- Take responsibility for organising own work according to specified priorities and other criteria.
- Report anticipated failure to meet deadlines or standards to the Technical Manager.
- Work to support the delivery of ICT and corporate projects.
- General administrative tasks to support the day-to-day operation of the technical team.

Primary Measurable Objectives

- Fully operational ICT hardware and technical systems, that are up-to-date, secure and within all necessary support contracts.

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- Effective project management and successful project delivery.
- Maintain a high degree of customer satisfaction (as defined by the Senior Service Manager) in respect to ICT support.
- Maintain a high degree of accuracy and due diligence in respect to ICT asset management.
- Effective and efficient management of own priorities and tasks.
- Professionalism in all aspects of work.
- Effective and efficient time management.

Staff Management Responsibilities

- N.A

Person Specification

Knowledge & Educational Requirements	Essential Criteria	Desirable Criteria	Assessed by: App Form, Interview, Certificate, Test, Other...
Specialised Qualifications & Training	Level 5 degree in an ICT related qualification, such as Computer Science.	Foundation or higher in ITIL or DevOps. Formal project management qualification at Practitioner level.	App Form, Interview, Certificate
Experience	Three years in a 2 nd line ICT support role.		App Form, Interview
Job Related Skills, Knowledge & Abilities	Knowledge and experience in multiple ICT disciplines. Knowledge and experience with industry cyber security standards. Ability to think analytically, with systematic and logical approach to solving		App Form, Interview

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	<p>complex problems, and high attention to detail.</p> <p>Ability to develop new technical competencies.</p> <p>Knowledge and experience of change control procedures and risk management.</p> <p>Ability to design and development new processes and procedures as part of the implementation of technical systems and hardware.</p> <p>Knowledge and understanding of IT technical design and security within an environment governed by standards and codes of compliance.</p>		
<p>Personal Attributes Including Interpersonal & Communication Skills</p>	<p>Evidence of good organisational skills, self-motivation and ability to work on own initiative as well as being a team player.</p> <p>The ability to prioritise an often-changing workload.</p> <p>Excellent record keeping and documentation skills.</p>		<p>App Form, Interview</p>

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	<p>Good interpersonal and communication skills, including the ability to work with staff at all levels within the Council and communicating with a minimal amount of technical jargon.</p> <p>Ability to work under pressure and meet deadlines.</p> <p>Demonstrate a commitment to high levels of customer service.</p> <p>Experience of managing multiple packages of work with conflicting deadlines with little supervision.</p>		
Special Requirements/Other	Out of hours support as required by the Technical Manager.	The ability to lift and carry weights of up to 15kg (PC's and related equipment).	App Form, Interview

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Additional information

Lancaster City Council Specific Knowledge

Once in post, demonstrate:

Understanding, implementation and adherence to Lancaster City Council's policies and procedures.

Understanding, implementation and adherence to Our Values.

Understanding of the post holder's own and their team's contribution to the Council's Corporate Plan.

General Statement

The above duties and responsibilities do not include or define all tasks that may be required of you. Duties and responsibilities may vary without changing the general character or grade of the role. As a normal part of your job, you are expected to routinely undertake corporate activities on behalf of your Directorate, appropriate to grade of the role.

Learning and Development

You are expected to undertake any training and development appropriate to the current and future needs of the post.

Health & Safety at Work

All members of staff are responsible for fulfilling their health and safety roles and responsibilities, as outlined in the Job Description above. It is the employee's responsibility to ensure that they are familiar with the Council's health and safety policy, procedures, work instructions and relevant risk or other health and safety assessments pertinent to their work tasks, and that they carry out their work tasks in accordance with the significant findings of such.

Equal Opportunities

Lancaster City Council is an Equal Opportunities employer and has equal opportunities policies with which you are expected to comply at all times. The City Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

Climate Emergency

You will be expected to conduct your work activities in a way that demonstrates understanding of, and alignment with the requirements of delivering the Council's response to the Climate Emergency.

Community Safety

Section 17 of the Crime and Disorder Act requires local authorities to consider the community safety implications of all their activities. Officers of Lancaster City Council should have an

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awareness of community safety and consider any community safety implications within their own area of responsibility.

Safeguarding

Lancaster City Council delivers a range of services and activities that impact on the lives of children both directly and indirectly. Safeguarding children, ensuring their welfare, safety and health is of paramount importance. We are committed to providing safe and supportive services that will give children the opportunities to achieve their full potential.

Employee Signature:		Print name:		Date:	
Manager Signature:		Print name:		Date:	