Job Description and Person Specification

POST IDENTIFICATION

Post Title:	End User Computing Engineer
Job Evaluation ID:	2869CE
Grade:	6
Directorate:	Corporate and Regeneration
Division:	Transformation, Digital and Procurement
Section:	Procurement and Information Services
Location:	Tredomen House
Responsible to:	Client Architect (Education)

JOB PURPOSE

Provide End User Computing (EUC) support to our customers with responsibility for managing the product life cycle of all service-raised incidents (incident control) and all service requests (request control), requiring the use of knowledge management.

An end user computing engineer will mainly work on-site, maintaining hardware and fixing technical problems as quickly as possible but will also utilise remote access tools to provide resolutions.

Provide first-time resolution by troubleshooting and diagnosing or escalating faults (or both) to service desk managers, incident managers and problem managers to investigate and resolve.

Coach associates and share knowledge with team colleagues.

Responsible for the set up and maintenance of EUC devices.

Required to perform routine maintenance functions such as hardware and software inventory management. Working with the IT Service Desk and related support functions, the post holder will ensure the provision of a consistently high-quality service to customers and stakeholders.

KEY RESULT AREAS

Ensure the effective and efficient delivery of the Council objectives in the field of EUC. The scope of these services may change to reflect the regional landscape and departmental priorities.

Achieve service level agreement targets for support calls and installation of equipment.

Ensure all associated EUC software is maintained to ensure the Council is secure and end users can perform their roles.

DETAILED TASK PROFILE

Maintain secure configuration and accurate information of all IT assets ensuring location and configuration status are accurate.

Appreciation of change management and its importance in a highly complex environment.

Assist the development of process efficiencies and how to optimise these processes reporting areas for improvement to the Lead End User Computing Technician.

Understand how to identify and register incidents ensuring appropriate information is gathered and recorded with the incident. You will take ownership of incidents to resolution; the problem has been mitigated or a new owner has been identified.

Understand how to investigate problems in systems, processes and services and contribute to the implementation of remedies and preventative measures.

Take inputs and establish coherent frameworks that work.

Collate data from depositories and provide basic reporting.

Assist in technical support activities and carry out agreed / routine maintenance and administration tasks.

Clear understanding of the technical subject matter pertinent to End User Computing.

Ability to execute test scripts with a clear understanding of the importance of testing.

Identify needs and engage with users or stakeholders to collate user needs evidence.

Proactively protect the Council against information technology threats, delivering secure services to the Council.

Ensure appropriate business relationships exist with external suppliers, including contract arrangements, service delivery levels and related business processes.

Promote and secure the interests of the Council by developing effective relationships and partnerships with external organisations, including positioning the Council's requirements within any regional frameworks.

Weekend and/or out of core hours working will be required from time to time to ensure service obligations are met and support activities are carried out.

KEY WORKING RELATIONSHIPS

Daily contact with officers across the Council at all levels within the structure and school staff providing technical support.

Regular contact with Second Line Support Coordinator.

Regular contact with the Client Architect.

VALUES AND BEHAVIOURS

Accountability

1. **Take responsibility for your work** – Own your decisions, tasks and outcomes.
2. **Deliver on your commitments** – Meet deadlines, honour promises and let your team know early if something might slip.
3. **Be honest about mistakes** – If you make an error, acknowledge it quickly and take action to fix it and learn from it.

Trust

1. **Be honest and transparent** – Communicate openly, tell the truth, and don't hide mistakes or important information.
2. **Act with integrity** – Do the right thing, even when no one is watching, and treat everyone with fairness and respect.
3. **Listen actively and respectfully** – Show that you value others' perspectives by giving your full attention, asking questions, and responding thoughtfully.

Respect

1. **Treat everyone with courtesy** – Act politely, use respectful language, and show kindness in your daily interactions.
2. **Value differences** – Show appreciation for diversity, different ideas and perspectives.
3. **Acknowledge contributions of others** – Give credit where it's due and show appreciation for efforts of others.

Honesty

1. **Communicate clearly and directly** – Be clear, concise and open with your language.
2. **Speak up about concerns or unethical behaviour** – Report issues respectfully and responsibly.
3. **Give honest feedback respectfully** – Share constructive feedback that's truthful, helpful, and aimed at improvement.

Working together

1. **Share information and ideas openly** – Keep colleagues in the loop, collaborate effectively and contribute knowledge that helps the organisation to succeed.
2. **Offer help and support** – Step in when others need a hand and offer your time and skills.
3. **Resolve conflicts constructively** – Address disagreements calmly, listen to all sides, and focus on solutions.
4. **Celebrate team successes** – Acknowledge wins and recognise the contributions of others.

RESPONSIBILITIES FOR STAFF

Post Titles, Numbers and Level of Accountability

No direct line management responsibility other than assisting in work familiarisation of colleagues and new recruits.

Coaching role for junior members of the team.

RESPONSIBILITIES FOR RESOURCES

Financial; Plant; Buildings or Equipment

Sole responsibility for PC/laptop.

Responsible for use and allocation of new IT hardware and software stock.

Responsible for secure storage and disposal of decommissioned IT equipment with compliance to WEEE regulations and ISO 27001.

Shared responsibility and access to a Council vehicle, including completion of paperwork, routine checks (subject to a Full UK Category B (Cars) driving licence). For example routine maintenance, oil and water checks and cleaning. Notifying line manager of any issues that may affect ability or entitlement to drive or insurability. For example health or medical issues including changes in medication which may impair driving ability and/or any accidents or convictions.

Data Systems

Maintenance and use of key data systems including:

Stock control.
Hardware and software asset management systems.
Service desk call logging system.
Print management.
Endpoint device management.
Mobile device encryption.
Software deployment.

WORKING ENVIRONMENT

Mobile post in accordance with the Council's Agile Working Policy. The team work on an agile basis between schools, other Council buildings, office and home. More than half of the time will be spent working in schools / other locations.

Required to attend the Council offices and other corporate buildings when asked to do so for meetings, specific tasks, supervision, training, and appraisals.

Occasional requirement to visit buildings under construction.

Involves manual handling daily of IT equipment including PCs, monitors, printers and servers.

Weekend and/or out of core hours working will be required from time to time to ensure service obligations are met and support activities are carried out.

ADDITIONAL REQUIREMENTS

Politically Restricted:	No
Disclosure and Barring Service Check:	Basic
Barred List Check:	No
Baseline Pre Employment Medical Assessment:	No
Registration:	No

ORGANISATIONAL RESPONSIBILITIES

Understands and demonstrates the principles of confidentiality.

Work within the policies and procedures of the Council including recognising the duty to protect vulnerable adults, children and young people.

Understands and demonstrates commitment to the Council's policies.

Demonstrate commitment to ongoing personal development.

The duties and responsibilities are difficult to define in detail and may vary from time to time without changing the general character of the duties or level of responsibilities entailed. The post-holder is therefore expected to undertake such other duties as may be requested provided the general character of the duties or level of responsibility does not change.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
QUALIFICATIONS	Relevant Level 3 qualification on the Credit and Qualifications Framework for Wales.	Professional qualification within the field of ICT. Microsoft Certified System Engineer. Recognised project management accreditation.
KNOWLEDGE	Clear understanding of change management processes. Understand how to investigate problems. End User Computing technologies and how they impact a business including but not limited to Microsoft, Apple/iOS and Chrome technologies.	Office 365 and its components. Audio-visual, digital and multi- media technologies.
SKILLS	Maintain secure configuration and accurate information IT assets. Development of process efficiencies to optimise processes. Proven analytical and problem-solving abilities. Basic report writing. Excellent interpersonal skills, with a focus on rapport-building, listening, and questioning skills. Excellent customer service skills.	Welsh language skills.
EXPERIENCE	Implementation of changes as defined through IT service management. Taking ownership of incidents to resolution. Assisting routine maintenance and technical administration. Executing test scripts.	Experience supporting a EUC heterogenous environment.

	ESSENTIAL	DESIRABLE
OTHER	Full UK Category B (Cars) driving licence to drive a Council vehicle (van). Flexible/adaptable approach to work and be able to work unsocial hours on occasions.	Full UK Category B (Cars) driving licence and the use of a motor vehicle insured for business / work purposes to travel throughout the borough and beyond to attend meetings and visit sites.

HUMAN RESOURCES AUTHORISATION

HR OFFICER:	DATE:
Janine Harrington	03/10/2023