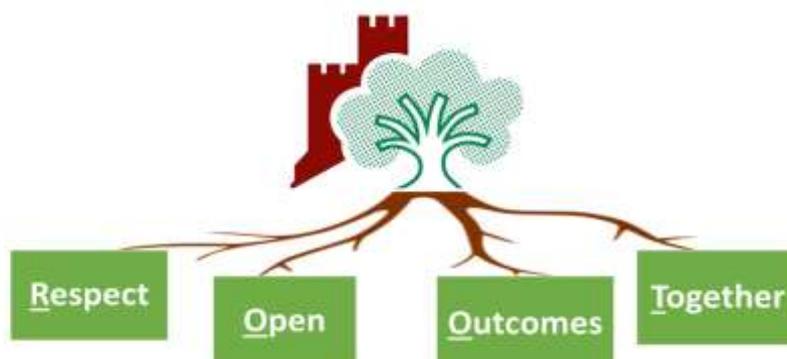


JOB DESCRIPTION



DIRECTORATE	Resources
SERVICE	Digital and Customer Services
POST NUMBER	100500
POST TITLE	ICT Technician
POST GRADE	Local Salary Scale S4 – S5
CONDITIONS OF SERVICE	National Joint Council (NJC) for Local Government Services as amended locally
RESPONSIBLE TO	Infrastructure and Service Desk Manager
RESPONSIBLE FOR	N/A
JOB PURPOSE	To provide a full range of day to day IT services for customers. To assist in the wider projects across the Digital & Customer Service

RDC Values and Target Operating Model Principles



- **Efficient and effective** (systems and resources evidencing Value for Money; Return on Investment – a commercial mindset)
- **Empowering** (timely decisions at the right level – proportionate governance)
- **Focussed on customer outcomes and early intervention** (evidence-led decision making and resource allocation)
- **A Community Leader** (influencing stakeholders, driving delivery with partners)

MAIN AREAS OF WORK	
1	Provide first line technical support and troubleshooting for hardware, software, and network issues.
2	Respond to incoming support requests via phone, email, or ticketing system in a timely and professional manner.
3	Diagnose and resolve IT issues remotely or onsite, escalating more complex problems to the appropriate teams when necessary.
4	Install, configure, and maintain laptops, printers, mobile phones and other IT equipment.
5	Assist with user account management, including password resets and access permissions.
6	To support asset management and equipment procedures/protocols

7	Collaborate with other IT team members to identify recurring issues and implement solutions to improve system performance and reliability.
8	Keep accurate records of support requests, resolutions, and hardware/software inventory.
9	Provide end-user training and guidance on IT systems and software as needed.
10	To undertake any other duties for which the post holder is competent and which the Infrastructure and Service Desk Manager considers necessary for the effective and efficient delivery of the Service

Guide to salary progression

Scale 5	<ul style="list-style-type: none"> Achievement in IT certifications such as CompTIA A+ or Microsoft Certified Desktop Support Technician (MCDST)
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RDC Value	Behaviour	Description
Respect	Professional	Maintaining high standards – in line with professional/regulatory requirements and Nolan principles*
	Value others	Ensures that people are given opportunity to contribute, appreciate and acknowledge that contribution
	Empowering	Enabling and encouraging people to influence and make decisions
Open	Trusting	Rely on and put confidence in others to do as they say
	Listening	Makes time to hear what people are saying, checks understanding
	Feeding back	Sharing observations and perception to improve understanding and performance
Outcomes	Responsible	Being accountable and reliable, doing what you have said you will do
	Innovative	Creating and trying new ways of doing things
	Prioritises	Organise, clarify what is most important and focus on that
Together	Communicates	Shares information in an accessible and timely way with people who need to know
	Collaborates	Cooperates, identifies, and brings in people to work together
	Relationship focus	Taking time to build connections and get to know other people

PERSON SPECIFICATION



Post Title	IT Technician		
Directorate	Resources		
Service	Digital and Customer Services		
Grade	Local Salary Scale S4 – S5		
		Essential	Desirable
Qualifications			
Good standard of general education including GCSE's in English, Maths or Science or equivalent		X	
Educated to 'A' Level standard or equivalent		X	
Relevant IT certifications such as CompTIA A+, Microsoft Certified Desktop Support Technician (MCDST), or equivalent would be advantageous.			X
Experience			
Previous experience in a similar first line support role, preferably in a public sector or local government environment.		X	
A proactive and customer-focused attitude, with a commitment to delivering high-quality support services.		X	
Working with customers		X	
Strong knowledge of Microsoft Windows operating systems, Office 365, and common desktop applications.		X	
Excellent communication skills and the ability to interact professionally with users at all levels of the Council.		X	
Dell KACE inventory and imaging software			X
Telephony and mobile phone management		X	
ICT purchasing			X
Skills and Abilities			
To work as part of a team		X	
A proactive and customer-focused attitude, with a commitment to delivering high-quality support services.		X	
To work with people at all levels		X	
Clear verbal and written communication, including the ability to produce output that is consistently accurate		X	
To prioritise and handle competing demands		X	
Time management		X	
Training			
Flexibility and willingness to work across the IT Service area as required		X	