Job Description

For ICT Practitioner Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	File and Print Server Specialist	JEID	IT004
Salary Grade:	Grade J		
Team:	File and Print Services		
Service Area:	ICT		
Primary Location:	Shire Hall, Warwick		
Political Restriction	This position is not politically restricted.		
Responsible to:	Katie Jelfs		
Responsible for:			

Role Purpose

Within the Production and Communications Services section you will maintain, support and develop corporate File and Print services for a corporate user base of over 4500 staff. Warwickshire County Council run an Active Directory infrastructure, incorporating file clustering and branch office servers. You will also provide support for various print solutions hosted at the authority.

We are currently going through an exciting period of transformation, implementing cloud services.

Role Responsibilities

Maintain and monitor the Council's ICT data centre infrastructure and systems; proactively ensuring this meets agreed service levels.

Talk staff or clients through a series of actions, either face-to-face or over the phone, to help set up systems or resolve issues.

Troubleshoot system and network problems, diagnosing and solving hardware or software faults.

Provide support to users, Service Desk and other ICT officers to resolve routine and complex and ICT data centre infrastructure and workstation systems service calls (i.e. incidents, problems and service requests).

Contribute to the design and planning of ICT data centre infrastructure and systems strategy and architecture over the long term for customer requirements and ongoing systems maintenance.

Innovate, initiate and suggest new ICT data centre infrastructure and systems technology or service concepts as part of continual service improvement; with the ability to assess and propose new technology or changes to ICT strategies to encompass new technologies and ICT environments.

Warwickshire County Council

Ensure that documentation of current and future procedures are created and kept up to date.

Work continuously on a task until completion (escalating internally or referring to third parties, as appropriate, documenting progress to date).

Prioritise and manage support calls and projects with a focus on customer service.

Liaise with other teams within ICT to ensure that a holistic approach is taken to implementation and support.

Create, configure and update ICT data centre infrastructure and systems in line with notified changes in accordance the ICT change control procedures.

Establish a good working relationship with customers and other professionals.

Please note: This job description reflects the duties at the time it was drawn up. Such duties may be varied from time to time without changing the general character of the post or level of responsibility entailed.

Section B: Generic Role Profile

The generic role profile provides a list of the main tasks that cover the broad range of duties and responsibilities performed at this level for the job role. An employee may not be undertaking all of these at any one time, but they could be expected to do so under their contract of employment.

Generic Role Details

Job Role:	ICT Practitioner – SFIA Level 4

Main Tasks

- Defines, documents and safely executes small-scale projects, (typically less than six months, with a small team, limited budget, no interdependency with other projects, and no significant strategic impact) actively participating in all phases of the project. Identifies, assesses and manages risks to the success of the project (TSPRMG401).

- Working alone on simple systems or with colleagues on more complex systems, produces outline system specifications covering for example: objectives, scope, constraints (such as performance, resources etc.), hardware, network and software environments, main system functions and information flows, data load and implementation strategies, phasing of development, requirements not met, and alternatives considered (TSDESN401).

- Designs large and/or complex programs and program modifications from supplied specifications using agreed standards and tools, to achieve a well engineered result (TSPROG401).

- Installs or removes hardware and/or software, using supplied installation instructions and tools within established procedures and quality systems, including, where appropriate, hand-over to client. Follows agreed standards, including, where appropriate, those for electrical work (TSHSIN401).

- Helps to resolve problems (eg poor performance) and faults (e.g. system failure) occurring in the operation of hardware and software - especially those requiring greater installation expertise (TSHSIN405).

- Carries out the builds and tests in coordination with testers and component specialists maintaining and administering the tools and methods – manual or automatic (TSRELM403).

- Reviews releases, upgrades and fixes available from system software suppliers and identifies those which merit action. Maintains awareness of existing and emerging software and hardware solutions and develops upgrade plans (TSSYSP401).

- Receives and logs requests for support from help desk, other service delivery staff and/or users. Prioritises requests in accordance with agreed criteria and the needs of the organisation (TSASUP401).
- Carries out the full range of defined tasks associated with operating and controlling the installed hardware and software. This may involve the use of multiple hardware and software platforms (TSITOP401).
- Conducts investigations of operational problems, makes proposals for improvement, and implements them when appropriate. Participates in reviews of systems performance, provides advice, and assists specialists or other system or service providers to plan details of amendments and upgrades to systems (TSITOP406).
- Investigates and diagnoses complex network problems, working with users, other staff and suppliers as appropriate. Resolves such problems, co-operating with the Management and operations Skill, to maintain overall network performance (TSNTOP406).
- As directed, implements network changes and maintenance routines, utilising the appropriate tools and test equipment (TSNTOP407).
- Provides detailed personal advice and guidance to all users in the effective use of systems, products and services available to them; demonstrates ingenuity in applying knowledge to non-standard situations (TSUSUP401).
- Maintains programme and project files. Services project control boards, project assurance teams, and quality review meetings (TSPROF405).
- Diagnoses and resolves relatively complex problems (TSSSUP404).
- Where required, provides customers with training in the use of the systems, products and services supported, giving full information on the relevant features and capabilities (TSSSUP406).

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria

	Assessed By:
A relevant degree, NVQ Level 4 or equivalent qualification or at least 3 years experience in a relevant ICT environment.	A,D
The ability to independently interpret and analyse varied and complex information or situations and to produce solutions over the long term	A,I
Proven advisory skills including the demonstrated ability to persuade others to adopt a course of action which is not necessarily their preferred approach	A,I
The ability to make frequent decisions and exercise initiative independently to fulfil the requirements of the role	A,I
The ability to work under a high degree of pressure, including meeting unpredictable deadlines and dealing with conflicting demands	A,I
Ability to supervise a small team, including work allocation, monitoring performance management and support	A,I
Ability to certify and authorise expenditure within budgets	A,I

The ability and experience to contribute to ICT policies and procedures	A,I
Excellent IT skills	A,I,T

Desirable Criteria

Assessed By:

Demonstrable knowledge of Microsoft Windows Server technologies, specifically relating to Active Directory. Working knowledge of Powershell, to support current and future requirements.	A,I,T
Good communication skills including written and verbal skills and the ability to deal with colleagues and customers confidently and with tact. Enjoys working with people and has a commitment to providing a high quality of service to all users.	A,I
Working knowledge of Microsoft Azure cloud technology.	A,I
Ability to develop and architect ICT solutions in line with customer needs.	A,I
Understanding of ITIL and Agile	A,I
Ability to work occasional Sundays and provide out of hours support (enhanced rates will apply) once a full understanding of Council systems has been established. You are able to independently travel around the county of Warwickshire.	A,I

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

☐ Provision of personal care on a regular basis	☐ Driving HGV or LGV for work
☐ Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	☐ Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
☐ Working at height/ using ladders on a regular/ repetitive basis	☒ Restricted postural change – prolonged sitting

☐ Lone working on a regular basis	☐ Restricted postural change – prolonged standing
☐ Night work	☐ Regular/repetitive bending/ squatting/ kneeling/crouching
☐ Rotating shift work	☐ Manual cleaning/ domestic duties
☐ Working on/ or near a road	☐ Regular work outdoors
☒ Significant use of computers (display screen equipment)	☐ Work with vulnerable children or vulnerable adults
☐ Undertaking repetitive tasks	☐ Working with challenging behaviours
☐ Continual telephone use (call centres)	☐ Regular work with skin irritants/ allergens
☐ Work requiring hearing protection (exposure to noise above action levels)	☐ Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
☐ Work requiring respirators or masks	☐ Work with vibrating tools/ machinery
☐ Work involving food handling	☐ Work with waste, refuse
☐ Potential exposure to blood or bodily fluids	☐ Face-to-face contact with members of the public
☐ Other (please specify):	