# 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: | Network Engineering Technician | JEID | IT003 |
|---|---|---|---|
| Salary Grade: | Grade H | | |
| Team: | Data Network Team | | |
| Service Area: | Resources | | |
| Primary Location: | Warwick | | |
| Political Restriction | This position is not politically restricted. | | |
| Responsible to: | Data Network Manager | | |
| Responsible for: | | | |

### Role Purpose

The provision of second-tier technical support to enable Production Services to provide a resilient and stable Data Network, enabling access to all County Council Application Services together with associated support, installation and change management services.

### Role Responsibilities

• Provision of telephone and remote support to users throughout Warwickshire County Council, on the Corporate and Schools Data networks

• Site visits to Council facilities to conduct network surveys, and diagnose and resolve problems on the wired and wireless Data networks, either as emergency support visits, or technical support visits.

• Monitoring of essential systems

• Installation and basic configuration of switches and other Data network equipment at edge sites.

• Prioritise calls which cannot be solved on initial contact and escalate as appropriate

• Further investigate unresolved problems, where immediate resolution is not possible, with other colleagues within the ICT Development Service and external suppliers.

• Assist, as required, other colleagues with pilots and trials.

• Produce and maintain appropriate documentation for supported Data equipment

• Undertake other duties commensurate with the nature and status of the post as directed by the Team Leaders.

Share responsibility with management for your own self-development.

Warwickshire County Council

# 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 3 |
|---|---|

## Main Tasks

- Designs moderately complex programs and program modifications from supplied specifications, using agreed standards and tools, to achieve a well engineered result (TSPROG301).
- Carries out fault diagnosis relating to moderately complex problems, reporting the results of such diagnosis in a clear and concise manner (TSSINT305).
- Installs or removes hardware and/or software, using supplied installation instructions and tools; follows agreed standards, including those for electrical work. Agrees the timing of the work with those affected, eg users, operations management, including, where appropriate, hand-over to client (TSHSIN301).
- Conducts tests of the hardware and/or software affected using supplied test procedures and diagnostic tools. Helps to resolve problems and faults, and corrects malfunctions, calling on help from more experienced colleagues if required. Documents results in accordance with agreed procedures (TSHSIN302).
- Uses the facilities of the tools and systems available to monitor and report on regular activities which are subject to the Service Level Management process and SLA OR OLA such as job activity, transaction processing, network activity, database activity, etc (TSSLMO301).
- Receives and logs requests for support from help desk, other service delivery staff and/or users. Prioritises requests in accordance with agreed criteria (TSASUP301).
- Within own area of competence, and following agreed procedures, investigates issues and other requests for support and determines appropriate actions to take (TSASUP302).
- Carries out all routine tasks associated with operating and controlling the installed hardware and software. This may include multiple hardware or software platforms (TSITOP301).
- Carries out required monitoring, logging and reporting tasks. Takes action on known errors and documented workarounds, logging such actions and advising supervisor or specialists when management or specialist attention is required (TSITOP302).
- Responds to simple enquiries from users, specialists and others and takes appropriate action within defined limits of responsibility or area of specialism to deal with processing priorities, running tests, or facilitating and overseeing installation, removal, upgrading and repair of equipment (TSITOP304).
- Answers and processes calls and enquiries at a help desk, personally resolving the majority of referred problems. Accepts escalations and initiates first-level support action (TSNTOP301).
- Investigates, diagnoses and resolves low impact network problems within service level agreement tolerances, referring to network users, other staff, and suppliers, as necessary (TSNTOP305).
- Under supervision, implements network changes and maintenance routines, utilising the appropriate tools and test equipment (TSNTOP306).
- Enrols users or groups, maintains system security, and monitors user and group access to databases (TSDBAD303).
- Using standard procedures and tools, carries out defined tasks associated with the planning, installation, upgrade, operation, control and maintenance of local and wide area networks for

communication of data, voice, text or images within one or more computer systems (TSNTAS304).

- Following agreed procedures, provides advice to users on systems, products and services which are available to them (TSUSUP301).
- Responds to requests for support by providing information to enable problem resolution and promptly allocates unresolved calls as appropriate (TSUSUP302).
- Diagnoses and resolves straightforward problems (TSSSUP304).

# 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:

| | |
|---|---|
| NVQ Level 3 or equivalent in a relevant subject, excellent IT skills/knowledge | A,I |
| The ability to independently interpret and analyse varied and complex information or situations. | I |
| The ability to co-ordinate a number of elements within a project plan | 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 | 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 |
| The ability and experience to contribute to ICT policies and procedures | A,I |
| Ability to co-ordinate a number of elements within a project plan | A,I |

## Desirable Criteria

Assessed By:

| | |
|---|---|
| Experience of network switch configuration | A,I |
| Experience of working in a technical role within a Data network environment | A,I |
| A general understanding of networking concepts | T |
| Experience of providing telephone and remote support | A,I |
| Proven ability to deliver quality customer care | A,I |
| Proven communication skills, in telephone and face-to-face contact with customers and colleagues | A,I |
| Proven ability to communicate clearly and precisely in writing | A,I |
| Experience of producing documentation | A,I |
| The ability to travel to premises throughout Warwickshire and to transport any network equipment intended for that premise in a timely manner | 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): | |