

# 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:	Specialist End User Analyst	JEID	IT005
Salary Grade:	Grade L		
Team:	End User Support		
Service Area:	ICT Services		
Primary Location:			
Political Restriction	This position is not politically restricted.		
Responsible to:	End User Support Team manager		
Responsible for:	-		

#### Role Purpose

You will play an active role as part of our End User Services team working in partnership with our commissioning teams to design and deliver customer focussed services that meet our delivery capabilities.

You will support the Service Manager and other Delivery Team Leaders in achieving our organisational vision and outcomes.

You will work collaboratively with your team to meet the outcomes of the service delivery plan. You will develop and maintain good working relationships with our range of key stakeholders including statutory partners, service providers, voluntary section and customers.

#### Role Responsibilities

Configure, maintain and optimise SCCM and Intune infrastructure, including application packaging, scripting, and lifecycle management of LOB and Microsoft Store applications

Manage and govern Windows and Microsoft 365 service rings to ensure controlled, phased deployment of updates and changes

Maintain and continuously improve the Windows Autopilot (White Glove) provisioning process to support efficient device deployment

Lead device testing, validation, and build updates to ensure readiness for new and emerging hardware platforms

Configure and manage Mobile Device Management (MDM) auto-enrolment using Intune and Samsung Knox Mobile Enrolment

Develop and maintain Mobile Application Management (MAM) policies to support secure access to corporate data

Maintain and support the Libraries Public Network (PN), ensuring service availability and performance

Monitor and troubleshoot application deployments, proactively addressing failures and ensuring successful delivery to end users

To maintain an excellent customer service in face-to face, telephone or electronic interaction, always ensure that every customer is treated efficiently and in a professional manner

The ability to make frequent decisions and exercise initiative independently to fulfil the requirements of the role

Experience of providing information and advice including the ability to communicate complicated or sensitive information with varied audiences in person, through technology or writing.

The ability to independently interpret and analyse varied and complex ICT issues or situations and to produce a solution.

The ability to organise own workloads and decide priorities.

Pro-actively researching new technologies reporting to management business advantageous opportunities

Take responsibility to investigative work in order to determine business opportunities and specify effective business processes.

Specifies their implementation through improvements in information systems, data management, practices, organisation and equipment.

Applies and monitors the use of required modelling and analysis tools, methods and standards in an intelligent and effective way.

Develop, maintain, and enhance SCCM and Intune reports, presenting insights through Power BI dashboards to support End User Services operational reporting, service monitoring, and informed

internal decision-making.

The ability to work within broad practice or guidelines using managerial discretion over a broad area of activity.

The ability to cope in situations where there is an emotional demand arising from the work being undertaken.

The ability to use own initiative to respond independently to difficult problems and unexpected situations.

Provides specialist guidance and some supervision to less experienced colleagues

To create and maintain documentation on technical support and business processes to assist colleagues

Undertaking other duties not specifically stated which from time to time are necessary without altering the nature or level of responsibility

## 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 5
-----------	---------------------------------

### Main Tasks

- Carries out assignments, alone or as part of a team, applying knowledge, skills, and experience. Demonstrates an understanding of the issues of interest to the client organisation and proposes viable solutions within the scope of own expertise, taking into account the needs of those affected (TSCNSL501).
- Develops and maintains knowledge of the technical specialism by, for example, reading relevant literature, attending conferences and seminars, meeting and maintaining contact with others involved in the technical specialism and through taking an active part in appropriate professional and trade bodies (TSTECH501).
- Carries out specific assignments related to the technical specialism, either alone or as part of a team (TSTECH505).
- Takes responsibility for the definition, documentation and safe execution of small to medium-scale projects, (typically lasting 6-12 months, with direct business impact, team of 3-5 and firm deadlines), actively participating in all phases of the project. Identifies, assesses and manages risks to the success of the project (TSPRMG501).
- Takes responsibility for investigative work to determine business opportunities, and specify effective business processes. Specifies their implementation through improvements in information systems, data management, practices, organisation and equipment. Applies and monitors the use of required

modelling and analysis tools, methods and standards in an intelligent and effective way (TSBUAN501).

- In a specified area of authority, works with business management to define and initiate systems development projects which support the organisation's objectives and strategic plans. Communicates information about planned projects as appropriate (TSDLMG501).
- Takes responsibility for the design, coding, testing and documentation of particularly large, complex or mission critical programs (TSPROG505).
- Specifies and designs large or complex systems, 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 (TSDESN501).
- Leads the assessment and selection of suitable software packages to meet all or parts of specified requirements (TSDESN508).
- Takes responsibility for one or more installation projects, providing effective team leadership (TSHSIN501).
- Manages database resources, including allocation of system storage. Working with the capacity management function, plans for future storage requirements, and prepares cases for additional resources (TSDBAD505).
- Takes responsibility for significant aspects of the installing, upgrading, operation, control, maintenance and effective use of local and wide area networks for the communication of data, voice, text or images (TSNTOP501).
- Investigates and diagnoses complex network problems, working with users, other staff and suppliers as appropriate. Resolves such problems, co-operating with the capacity management function and Network control and operations, to maintain overall network performance (TSNTAS505).
- Assisted by user representatives, technical specialists and legal specialists, assesses tenders on the basis of the pre-defined evaluation criteria and in accordance with relevant procurement processes and tender evaluation models. Presents evaluation results and recommends suppliers to those responsible for authorising the procurements (TSPROC).
- Regularly monitors the incidence, status and speed of resolution of enquiries and problems; is proactive in devising improvements and recommending changes to systems, products or services. Evaluates potential solutions, and implements agreed field modifications or workarounds (TSUSUP505).
- Ensures that requests for support are properly logged, assigned and responded to in a timely manner and according to agreed standards and procedures. Ensures users and other interested parties are kept informed of progress and that corrective action is taken to avoid or minimise delays (TSASUP503).
- Monitors levels of service performance, ensures detailed metrics and records are kept and analysed, provides adequate, accurate and timely reports, to Customers and providers and initiates appropriate action to resolve issues involving other service management processes as necessary. Monitors the effectiveness of all service level management tools and processes in use. Recommends and justifies the purchase of new or upgraded tools and processes (TSSLMO505).

## 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:

Either hold a full relevant professional qualification or have significant experience in an ICT environment at a senior level.	
The ability to demonstrate a high degree of complex problem solving skills	
The ability to communicate complicated and contentious information with varied audiences in person and/or writing	
The ability to work within broad practice or guidelines using managerial discretion over a broad area of activity	
The ability to work under a very high degree of pressure, including meeting unpredictable deadlines and dealing with conflicting demands	
Experience of supervising and managing a small team	
Experience of monitoring and managing project budgets	
Experience of contributing to the development of ICT Policies and Procedures	
Excellent IT skills	
The ability to pull together plans/develop solutions through the introduction of new/original thinking	
The ability to persuade others to adopt a course of action which is not necessarily their preferred approach	

## Desirable Criteria

Assessed By:

Previous 2nd\3rd Line Support Experience	
Professional Qualifications and Certifications (MCP, MCSE, CompTIA A+ e.t.c.)	
Strong knowledge\experience of SCCM, VB, Scripting of Applications and Image Creation\Maintenance.	

## 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.

<input type="checkbox"/> Provision of personal care on a regular basis	<input type="checkbox"/> Driving HGV or LGV for work
<input type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input checked="" type="checkbox"/> Restricted postural change – prolonged sitting
<input type="checkbox"/> Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing
<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/> Rotating shift work	<input type="checkbox"/> Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input type="checkbox"/> Regular work outdoors
<input checked="" type="checkbox"/> Significant use of computers (display screen equipment)	<input type="checkbox"/> Work with vulnerable children or vulnerable adults
<input checked="" type="checkbox"/> Undertaking repetitive tasks	<input type="checkbox"/> Working with challenging behaviours
<input type="checkbox"/> Continual telephone use (call centres)	<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> Work with vibrating tools/ machinery
<input type="checkbox"/> Work involving food handling	<input type="checkbox"/> Work with waste, refuse
<input type="checkbox"/> Potential exposure to blood or bodily fluids	<input type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	