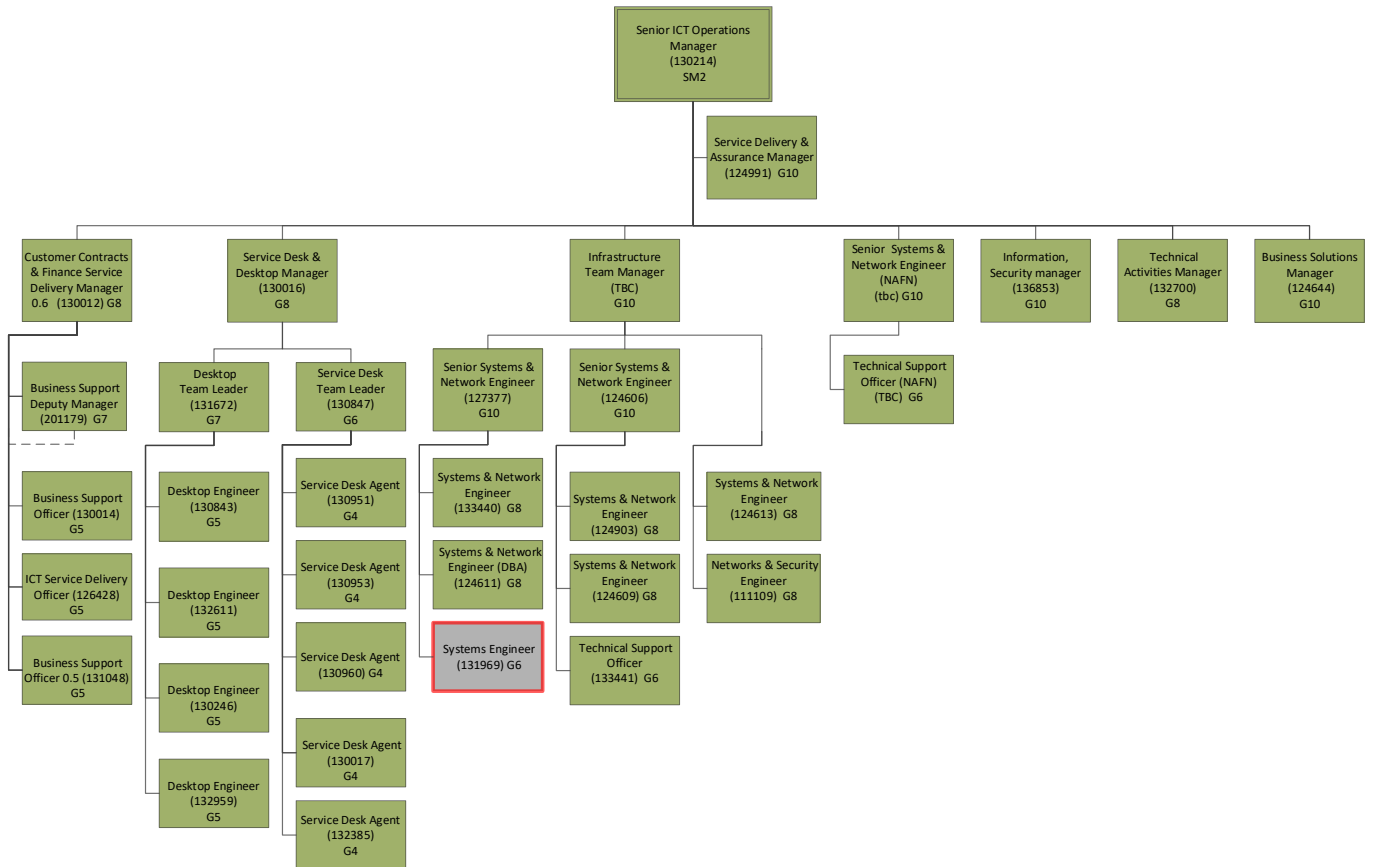


ROCHDALE BOROUGH COUNCIL
JOB DESCRIPTION

DIRECTORATE:		CORPORATE SERVICES - DIGITAL, ICT AND TRANSFORMATION
SERVICE:		ICT SERVICE DELIVERY
LOCATION:		NUMBER ONE RIVERSIDE
JOB TITLE:		SYSTEMS ENGINEER
POST NUMBER:		131969
Grade:		6
Accountable to:		Senior Systems & Network Engineer / Infrastructure Team Manager
Accountable for:		TBC
Hours of Duty:		37 Hours / Week. This role is expected to be operated on a flexi time basis but at times ICT may require the role to conform to specific business hours as needed.
Any Special Conditions of Service:		<p>The Authority operates a Smoke Free Policy for all its employees and applies to any building and associated grounds within in the immediate vicinity of the building which is wholly owned, leased or operated and occupied by Rochdale Borough Council.</p> <p>This role is expected to perform a reasonable amount of out of hours work given reasonable notice.</p> <p>This role is expected to be part of an 'on-call' / 'on standby' scheme within ICT.</p> <p>All standby and out of hours rates are set as part of T&C of employment at RBC</p> <p>This post is not Politically Restricted in accordance with the current regulations.</p>

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

ORGANISATIONAL CHART



PURPOSE AND OBJECTIVES OF THE JOB

This role requires a post holder that is a competent technician who can form part of a team of 2nd /3rd line engineers to deliver service excellence; by following all best practice technical methodologies and service delivery frameworks (e.g. ITIL and Prince 2 methods).

The role requires a person with good knowledge and support capability of a broad range of ICT services, systems, standard desktop applications and business critical Line-of-Business (LOB) software applications; they will be a key contributing factor to the successful delivery of the full portfolio of ICT Services in line with all agreed SLAs.

They will work closely with the ICT Service Desk and other 1st/2nd/3rd line Network, Security, Systems, database and Application Engineers providing a customer focused and efficient incident resolution and request fulfilment service.

As one of the Engineers, this role will carry out for support and maintenance of the live technical environment and associated operational activities including day-to-day management of the ICT Systems and Networks.

The role will be required to take part in resolver groups or project teams, carry-out daily operational tasks and produce technical documentation and guidance as required.

Technical skills to administer maintain and support areas such as:

- Windows Server and Active Directory Services (Group Policy),
- Desktop environment (e.g. Microsoft Windows, Microsoft Office, phones, mobiles)
- Microsoft System Centre
- Exchange Server, Skype for Business Server
- Network devices (LAN, WAN, Wi-Fi) – basic routing and switching
- Data Centre Management (Physical server infrastructure, Type 1 Hypervisors, VDI/thin client)

- Storage Management (Arrays, SANs, NAS) and Print Services
- Secure Remote Access Services (Citrix VDA / VPN / 2-Factor Authentication)
- Content filtering, Email/Web Filtering and anti-virus systems software
- SharePoint services and web hosting platforms
- VOIP/PBX (telephony and unified communications platforms)
- Line-of-Business (LOB) software applications and systems
- Software transition lifecycle (Design, test, packaging, release and deployment etc...)
- Microsoft InTune, VMware AirWatch or other MDM technology

Control of Resources

Personnel (direct reports)

None

Financial

None

Equipment/Materials

Access to all ICT data centres, server rooms, servers, administration software and network equipment will be approved by Service Delivery and Security Manager and assigned/implemented using the change management process

Health/Safety/Welfare

Responsibility for the safety and welfare of self and colleagues, in accordance with the Health and Safety Policies of the Council.

Equality and Diversity

To work in accordance with the Authority's Policy relating to the promotion of Equality and Diversity.

Training and Development

The post holder will be responsible for assisting in the identification and undertaking of his/her own training and development requirements in accordance with the Council's Performance Management Framework.

Relationships (Internal and External)

Works very closely with the Network, Security, Systems and Application Engineers, other Technical & Application Support Officers, out-sourced Desktop Services team, Customer Services and Contract team and the rest of the ICT Services team

Builds relationships with non-ICT staff in the Council

Responsibilities

The post holder must -

- (i) Perform his/her duties in accordance with Rochdale Council's Equality and Diversity Policy.
- (ii) Ensure that Rochdale Council's commitment to public service orientation and care of our customers is provided.

Values and Behaviours

Approach the job at all times using the values set out below

- Proud
- Passionate
- Pioneering and Open

Be aware of and apply these behaviours at all times.

Principal Duties

1. Technical Systems and Application Support Engineer for ICT Operations and Service Delivery
2. Technical assessor and implementer for ICT based solutions

Technical Support Officer (Engineer) for ICT Operations and Service Delivery

- Ensure the smooth, secure and uninterrupted operation of the full portfolio of ICT Services in line with all agreed SLAs, consistently ensuring the delivery of customer focused, high quality services as described in the published ICT Service Catalogue - always adhering to agreed policy and procedure
- Using industry standard methods and tools and under the supervision of an Application and Systems Engineer deliver the following range of software transition lifecycle tasks when preparing a standard or LOB software application for deployment onto the estate:
 - building / installing and configuring
 - testing
 - packaging
 - release and deployment
 - early life support
 - operational day-to-day management
 - on-going support / training
 - technical documentation and guidance
 - subsequent upgrades
- Follow the incident and request management procedures for all calls passed from the Service Desk – keeping the Service Desk informed of progress on incidents and request at key stages, in order to meet agreed SLA timeframes and agreements
- To provide on-site knowledge of LOB applications and technical expertise, evaluating issues and problems, carrying out the implementation of solutions either individual or as part of a team
- To assess customer's needs and take ownership of ICT incident or request passed through from the Service Desk. Either resolving if possible or escalating the calls to Systems Engineers for group resolution / fulfilment sometimes remaining involved if required
- Be a proactive member of required resolver groups and technical resource teams in response to BAU service operations and scheduled change projects as a result of raised incidents, requests and problems
- Follow agreed incident, request, problem and change management processes, recording all call records, configuration records and knowledge in the current Service Management toolset
- To provide high quality support, advice and guidance to users on the proper and effective use of specific ICT Services, liaising with customers to ascertain with clarity their requirements and maintaining strong relationships with customers.
- Contribute to the management of the Council's Definitive ICT Service Software Library of pre-packaged deployable standard desktop and business critical LOB software applications – including all packaging tools, methods, procedures and documentation.
- Provide support, advice and guidance to users on the proper and effective use of standard desktop and business critical LOB software applications and systems, liaising with customers to ascertain with clarity their requirements and maintaining strong relationships with customers.

- Always maintain accurate records, provide detailed call notes and reports and be able to communicate technical issues to a non-technical audience
- Always ensure that work is carried out within the conditions and timescales set out in service level and operating level agreements maximising customer satisfaction through service excellence.
- Provide proficient and up-to-date ICT support skills and proficient use of the Service Management toolset and any other IT applications and tools required to deliver the service
- To carry out the management and housekeeping of specific specialist back office applications including resolving service desk calls, running batch jobs, use of query tools, undertaking upgrades, archiving, testing etc. as requested by Engineers
- Prepare, update and maintain various operational procedures / local work instructions for application common tasks and for the service catalogue, and assist in writing articles for the ICT knowledge base.
- Make recommendations to Systems, Network and Application Engineers on addressing new issues resulting from changes in ICT services to you have become aware of
- Make recommendations to Systems, Network and Application Engineers on specialised technical networking and system issues that are affecting the performance of services and implement solutions
- Make Systems, Network and Application Engineers aware of potential trends and patterns in incidents that could be indicating an underlying problem that needs investigating and resolving
- Assist in writing articles for the ICT knowledge base or document new/changed procedures.
- Evidence consistent and correct diagnosis of ICT system and application faults/ issues and appropriate actions to remedy.
- Proactively contribute to ITIL procedures e.g. incident, request ,problem management and change management
- Make recommendations to Systems, Network and Application Engineers on information security risks that could seriously impact IT services and implement mitigation solutions
- Contribute to the implementation and maintenance of data back-up procedures and comprehensive
- IT business continuity plans – perform backup service daily maintenance jobs
- Assist with liaison and negotiating with suppliers as required
- Create the appropriate level of technical and procedural documentation when implementing all changes and resolving issues
- Perform daily service performance event and alert monitoring

Technical assessor and implementer for ICT based solutions, as required to work as part of technical project teams to assess ICT business solutions and implement changes

- Work under the guidance of the engineers and managers when considering all new services and changes to existing services – contributing to service design using service management frameworks (e.g. ITIL)
- Act as a technical project resource when delivering both operational and strategic, organisation wide change projects, new services or changes to existing services
- Liaise with and work in a collaborative and matrix manner with all members of the ICT team as and when the need arises

Secondary Duties

- 1 To participate in Council programmes of in-service training as a trainee and when required as a trainer

or facilitator

- 2 To undertake such other duties and responsibilities of an equivalent nature as may be determined from time to time by the Service Head (or nominated representative) in consultation with the post holder (and if he/she so wishes, with his/her Trade Union representative)
- 3 ICT operates in a matrix management environment with both people (line) managers and assignment managers (for work), the post holder must be willing to work in this way when required
- 4 Undertake training and development to enhance existing skills, as and when required by your manager
- 5 Keep up to date with departmental and Council information, by attending meetings, seminars, reading appropriate communications and discussions with colleagues

Job Description prepared by _____

Agreed by Post Holder _____

Date

Supervisor _____

Date

Service Director _____

Date

**Rochdale Borough Council
Person Specification**

Service :	Neighbourhoods	Post:	Systems Engineer
Section :	ICT Service Delivery	Post Number :	
Job Ref:		Grade:	6

Note to Applicants:

The *Essential Criteria* are the qualifications, experience, skills or knowledge you **MUST SHOW YOU HAVE** to be considered for the job.

The *How Identified* column shows how the Council will obtain the necessary information about you.

If the *How Identified* column says the **Application Form** next to an *Essential Criteria* you **MUST** include in your application enough information to show **how** you meet this criteria. You should include examples from your paid or voluntary work.

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Criteria	Essential (E) or Desirable (D)	How Identified: AF Application Form I Interview A Assessment
(a) Special Working Conditions		
1 37 Hours per week. This role is expected to operate on a flexi time basis. ICT may require the role to conform to specific business hours or form part of a rota scheme. Please confirm you are able to do this.	E	AF and I
2 This role is expected to perform a reasonable amount of out of hours work given reasonable notice. All standby and out of hours rates are set as part of T&C of employment at Rochdale Borough Council. Please confirm you are able to do this.	E	AF and I
(b) Qualifications and Experience		
3 Please provide details of your experience in an ICT environment as a Technical Support officer working in operational service delivery and project implementation environment.	E	AF and I
4 What is your experience working on and oversee technical ICT related incidents, requests and problems (specifically related to WAN equipment and Mobile technology)?	E	AF and I
5 Please demonstrate your experience of network administration and client/server network configuration, including TCP/IPv4, Client for Microsoft Networks, network routing, DNS & DHCP	E	AF and I
6 Please describe your broad experience following the incident and request management procedures for all calls passed from a Service Desk, including service requests resulting in administration of complex Microsoft server applications e.g. Active Directory, Exchange, SharePoint, Skype for Business and System Centre Configuration Manager	E	AF and I
7 What is your experience in providing on-site knowledge and technical expertise, evaluating issues and problems, carrying out the implementation of solutions either individually or as part of a team?	E	AF and I
8 Please demonstrate your experience in assessing customers' needs and taking ownership of ICT incidents or requests passed through from the Service Desk.	E	AF and I
9 How would you create the appropriate level of technical and procedural documentation when implementing all changes	E	AF and I

	and resolving issues, being a key role in a team or as an individual in performing testing, following procedures, implementing software, building and configuring hardware?		
(c) Skills and Knowledge			
10	Please describe your knowledge of Android and/or Apple iOS configuration and administration	E	AF and I
11	Please demonstrate your ability to liaise with and work in a collaborative and matrix manner with all members of the ICT team. (and possibly areas outside of ICT)	E	AF and I
12	Please describe how you follow processes, procedures, instructions.	E	AF and I
13	How would you coordinate and arrange work with suppliers, 3rd parties and external consultants?	E	AF and I
14	Please demonstrate your ability to work as part of small teams of technical ICT Engineers in operational and project environments as required	E	AF and I
15	How would you produce high quality technical and procedural documentation and present and communicate information appropriately to an audience?	E	AF and I
16	Please demonstrate your very good customer service manner, with ability to communicate in person, on the phone or through digital communications.	E	AF and I
(d) Values and Behaviours			
17	<p>Approach the job at all times using the values set out below:</p> <ul style="list-style-type: none"> • Proud of the difference we make • Passionate about the diversity of the Borough • Pioneering and Open in our approach <p>Please confirm you are willing to adhere to these values and behaviours.</p>	E	AF/I