**OADBY AND WIGSTON BOROUGH COUNCIL**

**JOB DESCRIPTION**

**POST TITLE:** 2nd Line IT Support Engineer

**GRADE:** Band 6 SCP 18-23 £29,269 - £32,076

**DEPARTMENT:** IT Department

**SERVICE AREA:** Customer Service and Transformation

**RESPONSIBLE TO:** IT Team Manager

**JOB CONTEXT:**

1. To ensure the Council’s network, systems and devices are consistently working, being maintained and updated where applicable.
2. Aiding the IT team with ensuring a long term plan and strategy is implemented to ensure the system/network is maintained and working to a target with minimal system/network downtime.
3. Work in line with the Council’s Vision and Values to promote a culture which aims to deliver a high standard of service by working together to exceed our customer expectations.

**MAIN DUTIES AND RESPONSIBILITIES:**

1. The post holder will support the day to day technical and user requirements of the council whilst also being responsible for maintenance and best practise of the greater network at large.
2. To provide technical support to the staff of the Council (from both a 1st and some 2nd line level of expertise.) within agreed Service level agreements.
3. To be the first line of contact for the IT team with all related issues or problems.
4. To work closely with the Managers on a variety of projects across the organisation.
5. Work as part of the IT team to deliver a high level of service to staff, the public and members.
6. Work as part of a project team to deliver a wide range of new technologies and functionality.
7. Ensure that all work carried out is within ESBC and industry standard IT/IS protocols and procedures at both testing and go live status.
8. Ensure that project/system and process documentation is completed and updated where necessary.
9. Ensure that documentation is easily accessible and understood.
10. To be responsible for designated IT systems administration, support and development and comply with IT Audit requirements.
11. To support and cover work of equivalent posts in the team to provide a seamless service to users.
12. Ensure that the IT Team Manager is made aware of issues, risks and opportunities.
13. To be responsible for designated systems. These may vary from time to time to meet Council needs.
14. From time to time system upgrades will require to be performed outside of normal working hours
15. Have working knowledge of Microsoft Autopilot, Intune and associated services.

**RESPONSIBILITY FOR RESOURCES:**

1. The post holder will be required to ensure that any data systems under his/her control are kept secure and properly managed.
2. The IT Team has the overall responsibility for equipment and hardware of IT, where by staff will keep an audit of all resources and to be logged on an electronic inventory system. The team will be responsible for ensuring this is kept up to date.
3. The IT Team will be responsible for the security of the Server/Data Room and must abide by all security protocol at all times.

**KEY FUNCTIONAL LINKS WITH:**

**Internal:** All employees and sections of the Council

**External:** Third party software/system or equipment providers, Residents and the Council’s elected members

**WORKING CONDITIONS & ENVIRONMENT**

1. The post is situated within the Main Council Offices at Brocks Hill, Wigston. However, you may be required to work from other sites and places within the Borough where your professional attendance is required.
2. The Council has an ‘Agile / Working From Home’ policy, therefore, where appropriate home working is possible for this post holder.

**ADDITIONAL REQUIREMENTS**

1. This job description outlines the main duties of the post but does not exclude other duties, which may be undertaken to ensure the efficient operation of the department. Other duties required will be consistent with those listed above and appropriate to the title and grade of the post.
2. Ensure equality of opportunity for all people, in service provision and in employment, and to work in a non discriminatory manner in accordance with the Council’s Equality Agenda, pursuant to the Equality Act 2010.

1. Comply with the provisions of the Data Protection Act 2018, the Computer Misuse Act 1990, Human Rights Act and the Freedom of Information Act 2000, or any amendment or any statutory re-enactment thereof at all times.
2. To take all necessary steps in order to ensure that information acquired through their employment or contained within the Council is kept confidential.
3. This job description is a record as at the date below. Any changes to the job description will be carried out in consultation with the post holder, who will be expected to participate fully in such discussions. It is the Council’s aim to reach a mutual agreement to reasonable changes but if this is not possible the Council reserves the right to implement reasonable changes to the job description after consultation with the post holder.
4. Carry out all duties outlined above in accordance with all Council Policies and procedures.
5. To carry out any additional duties (as and when required) outside of the post holders duties to assist the Council in the operation and promotion of its business.