

## Technical Support Officer Roles

### CAREER GRADE STRUCTURE AND CRITERIA

This is a career graded post where progression is dependent on the following criteria:

- Achievement of the necessary technical skills required.
- Achievement of the necessary knowledge required.
- There is an organisational requirement/need at the next highest level.

Progression is not dependent solely on the attainment of technical skills and knowledge, within the individual job descriptions. The organisational requirement and budgetary provision available equally applies. Usually staff recruited will be placed at the lowest level unless their technical skills and knowledge dictate they may be recruited at a higher level. The latter only applies if there were no suitable internal applicants eligible for progression.

The appraisal system and personal development plan will be used to record employees' performance, achievements and the identification of any training and development needs. This should also be used to record whether employees are recommended or not for progression to the next level.

Grade 5 will have an aptitude for working within the IT field and have a basic understanding of the requirements in some aspects of the role. The grade 5 is a development level who will expect to receive close supervision and direction in undertaking the required tasks. Their responsibilities will be with accountabilities 1-5 but with assisting in accountabilities 6-13

Grade 6 will be suitable for candidates who are familiar with the work, understand the relevant IT processes and can advise and guide internal and external customers around how to interact with systems within set guidelines. Within the accountabilities outlined within the JD this role will receive close supervision and direction from the line managers and experienced colleagues.

Grade 7 will be suitable for staff who are experienced around pro-actively analysing software issues; supporting customers within a number of council IT systems. Staff are likely to be knowledgeable around ways to engage customers, create ways to gather feedback, report on trends and make correlation. It is expected that this level will be able to work with some autonomy in some areas of the accountabilities but receive direction from the line manager and more experienced colleagues.

**Grade 8 will be suitable for highly skilled technical staff that have significant experience in all the areas of the accountabilities and offering a complete solution to problems identified. This will include identifying and designing ways in which information (from both systems and people) can be gathered, and interpreted for services to support continuous improvement within Line of Business Systems. They will have strong interpersonal and partnering skills, plus strong connections with other IT bodies and pro-actively sharing good practice. The post holder will have autonomy within the outlined accountabilities and make decisions on applications etc but referring to the line manager where required for support.**



**WOKINGHAM  
BOROUGH COUNCIL**

## Job Description

Job Reference:

Job Title:	Technical Support Officer		
Service:	Customer Services and IMT	Team:	ICT Delivery
Location:	SMART Working		
Reports To:	Team Leader, Technical Support		
Grade:	Type of position:	Hours per Week:	
5-8	Contract	37	

This job description has been designed to indicate the general nature and level of work performed by employees within this post. It is not designed to contain or be interpreted as an inventory of all duties, responsibilities and outputs required of employees assigned to the role.

### Service Purpose

Customer Service and IMT (CS & IMT) leads for the Council in the provision of direct customer services and technology services, Council communications and community resilience. It delivers the primary contact point for customer access via face to face, telephone and website services.

The service provides core services and leads across the Council on customer services strategy and standards, information technology, disaster recovery and business continuity planning and strategic engagement with the public and the Council through quality communications.

### General Description of the Job

- To manage a wide range of technical solutions across the Council’s ICT estate to ensure good service to customers. These will include core Microsoft technology across Servers and Desktop environment including the support of development and upgrades.
- The Technical Services Support Agent will predominantly provide technical support to the internal staff and will be working closely with colleagues across the Corporate IMT department, trying to resolve the customers’ issues in a timely fashion.

### Organisation Chart

### Main Accountabilities of the Post

1	<p><b>Incident Management</b></p> <ul style="list-style-type: none"> <li>• Act as a single point of contact regarding the placing and resolution of IT issues and queries</li> <li>• To assist in recording, tracking and prioritising incidents. Making an initial assessment of requests, attempting to resolve them or referring them to another support team who can.</li> <li>• Troubleshooting of IT related problems (software/hardware)</li> <li>• Providing advice and guidance</li> </ul>
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	<ul style="list-style-type: none"> <li>Take ownership of IT problems and follow up the status of problems on behalf of the customer, including communicating progress in a timely manner</li> </ul>
2	<b>Service Request Management</b> <ul style="list-style-type: none"> <li>Resolving all levels of Service Requests for customers, including application &amp; account access</li> <li>Using Active Directory to create user accounts, reset passwords and creation of groups</li> </ul>
3	<b>Configuration Management</b> <ul style="list-style-type: none"> <li>Maintaining the Council's Asset Database, applying and tracking changes</li> </ul>
4	<b>Customer Service</b> <ul style="list-style-type: none"> <li>To be able to communicate with users in a professional, empathetic manner, with the ability to reason and effectively troubleshoot their problem with an understanding of the business needs</li> </ul>
5	<b>Administration &amp; Support</b> <ul style="list-style-type: none"> <li>Publishing support documentation to assist staff with requests for information</li> <li>Maintaining the Council's IT knowledge base</li> <li>Maintaining the IT self-serve documentation</li> </ul>
6	Support the implementation of cloud based delivery of IT services for WBC.
7	Carry out a range of ITIL based activities across a wide range of technologies on the Council's ICT estate. Processes include incident management, problem management, capacity planning, patch management and change management.
8	Provide technical support for a wide range of technologies across the Council's including: Microsoft core technologies – M365 Suite, Sharepoint & Teams, Android Phones, Windows server, Windows desktop, SCCM to include OS builds, Application packaging and Update deployments, Specialist technical solutions including encrypted email, secure VPN, mail and web filtering and Group Policy. Experience of using powershell will be beneficial.
9	Ensure the effective operation of The Council's technical estate. Ensuring services are documented, managed and available.
10	Support skill sharing and a flexible support delivery model across teams within IMT. This includes both giving and receiving of skill sharing.
11	Support project delivery by undertaking technical based tasks as required.
12	To be able to communicate with users in a professional, empathetic manner, with the ability to reason and effectively troubleshoot their problem with an understanding of the business needs
13	Apply technical skillset to assist the delivery of the IMT Service
<b>Additional Corporate Responsibilities</b>	
1	<b>High Support, High Challenge:</b> To ensure that you bring forward your good ideas, to challenge areas where the Council can improve, and to contribute to the Council's ongoing success
2	<b>Health and Safety:</b> Take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work; and co-operate with the Council to enable the Council to perform or comply with its duties under statutory health and safety provisions.

3	<b>Equal Opportunities:</b> To take positive action to ensure a thorough understanding of and positive commitment to equality in both service delivery and employment practices.
4	<b>Safeguarding responsibilities:</b> At all times to demonstrate and positively reinforce our commitment to safeguarding and promoting the welfare of children and vulnerable adults.
5	<b>Special Factors:</b> To work flexibly, including evenings and other out-of-hours requirements; willingness to travel; requirement to undertake such duties as are reasonably expected by the Line Manager

### Scope

Staff	Number of employees within overall span of control:
Financial	Budget directly controlled (excluding salary costs):
Resources:	Facilities, equipment or systems within overall span of control:
DBS Check Required:	No

## Values Profile

### One Team

- Demonstrates individual accountability and collective responsibility
- Always acts in the best interests of the Council and the communities the Council serves
- Takes a Council-wide and community view in decision making and activity
- Ensures that own service / team delivers the necessary support to achieve collective Council-wide priorities
- Actively engages with debate, discussion and decision making, demonstrating 'high challenge, high support' behaviour
- Demonstrates support and challenge to members, colleagues and partners

### Value & Pride

- Shows pride to work for the Council, to improve outcomes for the Borough and its residents
- Upholds the principles of continuous improvement, questions existing practice and looks for ways to improve service delivery
- Is focused on outcomes rather than inputs
- Upholds our commissioning principles that make the quality, outcomes and costs of service more important than who provides it
- Encourages others, and is encouraged, to take the initiative and innovate
- Understands we are a learning organisation, so that we all learn from mistakes as we seek to innovate to deliver better outcomes, but we aspire to never making the same mistake
- Embraces training and professional development as means of improving skills and knowledge and developing self

### Trust & Respect

- Can describe, the single, shared Vision for the organisation and how what we individually do contributes to realising that Vision
- Acts at all times with honesty and with integrity and works collaboratively
- Recognises and celebrates the impact of diversity on the organisation, its customers and its workforce
- Upholds the Council's Code of Conduct
- Shows respect for the sound professional advice of colleagues who have expertise, knowledge and experience: we maximise the value and impact of the expertise we share
- Develops and encourages effective and open communication with staff, Councillors, the community and our customers, where respectful challenge is encouraged and helps us to learn and to improve
- Demonstrates respect and courtesy towards customers, colleagues, Councillors, and members of the community with any response and decisions centred on the issues at hand and not on individuals at a personal level
- Ensures decisions are clear, based on evidence, and Fair Process
- Recognises the valuable part that everyone in the organisation has to play in delivering the excellence to which we aspire.

### Customer Service Excellence

- Demonstrates at all times clear focus on improving services and outcomes for customers and communities

- Expects high levels of customer satisfaction
- Involves and engages customers and communities in developing, shaping and feeding back on services: engagement is early and often
- Expects services to be responsive to customer and community need, and focuses our targeted services on those in greatest need
- Takes ownership of community issues and seeks to solve them
- Acts as an advocate for customers, communities and users of services when needed

#### **Leadership & Management**

- Actively assesses, manages and reports risks
- Uses own knowledge, experience and expertise to contribute to the training and development of the wider organization
- Promotes & builds the Council's reputation as a first class employer & service provider
- Proactively seeks feedback on own performance and how impacts on others

#### **Finance & Value for Money**

- Understands that Value for Money is delivering activities and programmes that are of most value to those the Council is ultimately accountable to
- Able to communicate clearly & confidently regarding results in relation to costs & the justification for a chosen option

#### **Political Engagement**

- Drives open and active communication with Members, as appropriate to role
- Values and supports the work of elected members, and makes themselves available to meet, discuss, problem-solve with members
- Maintains a relationship of trust and respect with members
- Engages proactively in communicating with members on key issues
- Supports and enhances the skill and knowledge of elected members in the stewardship of their portfolios

#### **Personal & Professional Development**

- Takes responsibility for own development and learning
- Understands the whole Council and how services work and are delivered to meet priorities
- Explores service delivery outside of the Borough to challenge and develop thinking and planning
- Accepts and uses coaching and mentoring when helpful
- Demonstrates awareness of own behaviours and their impact on others
- Offers own skills and expertise, beyond service specialism, to enhance the work of the wider organisation

### Person Specification – Grade 5

Should focus here on describing the qualifications, skills, knowledge and experience an individual will require to successfully undertake the role. These should be split between essential and desirable. There is no need to repeat value requirements or corporate responsibilities.

<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
ITIL qualification		Y
Appropriate qualifications in English & Mathematics, or equivalent experience	Y	
<b>Technical Skills</b>	<b>Essential</b>	<b>Desirable</b>
Basic User & Security Group Active Directory administration	Y	
<b>Knowledge</b>	<b>Essential</b>	<b>Desirable</b>
Strong knowledge of Microsoft based operating systems with emphasis on Windows 7 and Office 2010	Y	
A understanding of IT Principles	Y	
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
Incident Management – practical experience of managing incidents including business expectations and communication		Y
Previous IT Service Desk experience		Y
Previous experience in a busy Customer Services environment and excellent Communication skills with the enthusiasm and ambition to learn and to deliver excellent customer service	Y	

### Person Specification – Grade 6

Should focus here on describing the qualifications, skills, knowledge and experience an individual will require to successfully undertake the role. These should be split between essential and desirable. There is no need to repeat behaviour requirements.

<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
Educated to 'A' level or equivalent qualifications or equivalent experience	Y	
Educated to a higher level (e.g. degree, HND), or be able to demonstrate equivalent knowledge, skills and aptitude		Y
<b>Technical Skills.</b>	<b>Essential</b>	<b>Desirable</b>
Core Microsoft technologies including O365, Exchange, Lync,	Y	

Windows server, Windows desktop, SQL Server, Windows phones		
Common technical ICT solutions e.g. web and mail filtering, virtual server environments, VPN solutions	Y	
Implementation and support of cloud based services		Y
<b>Knowledge</b>	<b>Essential</b>	<b>Desirable</b>
Some knowledge in the understanding of ICT service principles and practices, based on ITIL	Y	
Some knowledge in the understanding of all ICT technical and core software components.	Y	
Information and data management and development in the public sector		Y
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
Some experience in explaining complex situations to people without high levels of technology skills	Y	
Some experience in the ability to resolve complex ICT incidents.	Y	
Experience of a customer service focus	Y	

### Person Specification – Grade 7

Should focus here on describing the qualifications, skills, knowledge and experience an individual will require to successfully undertake the role. These should be split between essential and desirable. There is no need to repeat behaviour requirements.

<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
Educated to a higher level (e.g. degree, HND), or be able to demonstrate equivalent knowledge, skills and aptitude	Y	
<b>Technical Skills.</b>	<b>Essential</b>	<b>Desirable</b>
Core Microsoft technologies including O365, Exchange, Lync, Windows server, Windows desktop, SQL Server, Windows phones	Y	
Common technical ICT solutions e.g. web and mail filtering, virtual server environments, VPN solutions	Y	
Implementation and support of cloud based services	Y	



<b>Knowledge</b>	<b>Essential</b>	<b>Desirable</b>
A good understanding of ICT service principles and practices, based on ITIL	Y	
A good overall understanding of all ICT technical and core software components.	Y	
Information and data management and development in the public sector	Y	
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
Good levels of communications skills, being able to explain complex situations to people without high levels of technology skills	Y	
Demonstrable ability to resolve complex ICT incidents.	Y	
Some experience of successfully managing people and good experience in possessing a customer focus in all interactions	Y	

### Person Specification – Grade 8

Should focus here on describing the qualifications, skills, knowledge and experience an individual will require to successfully undertake the role. These should be split between essential and desirable. There is no need to repeat behaviour requirements.

<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
Educated to a higher level (e.g. degree, HND), or be able to demonstrate equivalent knowledge, skills and aptitude	Y	
<b>Technical Skills.</b>	<b>Essential</b>	<b>Desirable</b>
Core Microsoft technologies including O365, Exchange, Lync, Windows server, Windows desktop, SQL Server, Windows phones	Y	
Common technical ICT solutions e.g. web and mail filtering, virtual server environments, VPN solutions	Y	
Implementation and support of cloud based services	Y	
<b>Knowledge</b>	<b>Essential</b>	<b>Desirable</b>
Excellent understanding of ICT service principles and practices, based on ITIL	Y	
Excellent understanding of all ICT technical and core software components.	Y	

Information and data management and development in the public sector	Y	
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
Substantial high levels of communications skills, being able to explain complex situations to people without high levels of technology skills	Y	
Excellent the ability to manage and resolve complex ICT incidents.	Y	
Substantial experience of successfully managing people and possesses a customer focus in all interactions	Y	