

Post Specification

Post Specification - Key Information

- **Post Title:** ICT Technician
- **Date:** 6 June 2025
- **Post Group Number:** 8675
- **Job Family:** Regulative and Technical
- **Job Family Role Profile:** RT7
- **Final Grade:** 7

To be read in conjunction with the job family role profile.

Service Area Description

This role will be part of the Westmorland & Furness ICT Service, Enabler Services Directorate.

Purpose of this Post

The purpose of the ICT Technician is to provide a technical, single point of contact for the end user community and service their needs at the first point of contact. The post holder will provide support to ensure the efficient performance of the ICT Service while there will be times when specific projects will be allocated to this role.

Key Job Specific Accountabilities

- Work as part of a team to handle incoming ICT incidents and requests by logging contact into the ICT Service Desk
- Handle 2nd Line administrative support for ICT Engineers
- Continually develop ICT skills and knowledge to enable the completion of incidents at the first point of contact
- Manage own caseload of incidents, prioritise, triage and complete as many as possible at first point of contact in an efficient and effective manner
- Initiate the ICT Service Request process in response to user request and where possible fulfil these service requests
- Manage the Service Communications process including obtaining relevant approvals, distribution of messages and updating of tools
- Manage the User Account Management lifecycle including creation, updating and removal
- Provide ICT advice to end users
- Manage ICT Incident and Request allocation and ensure that the incident and request management processes operate successfully
- Grant third party access for ICT support and other related tasks
- User password management administration for all W&F ICT internal applications
- Champion ICT Security Policies and Procedures and raise potential threats and risks
- Analyses and repairs ICT product failures (software and hardware) including the interpretation of diagnostics reports (e.g. system logs, network statistics, fault codes etc.) to determine root causes
- Provides timely and accurate updates to the service management system
- Manages incidents to resolution within SLA requirements

- As needed. determines and recommends which ICT products or services best fit the customers' needs and assists in the delivery of these products or services
- Interacts with users, other teams, other departments and external bodies as required
- Provides ICT technical product training and basic user functionality training to users and colleagues as and when required
- Captures knowledge and contributes to service improvement
- Provides ICT technical skills and expertise to help successfully deliver projects and service improvement initiatives
- Configures software and hardware to meet end user and other requirements
- Supports the asset and change management processes through thorough record keeping and reporting (and also supports other ITIL disciplines)
- Works in a flexible manner with other teams to resolve customer issues
- Determining the data required to assess given problems; reviewing the analyses; and deriving conclusions to inform solutions
- Providing advice on the interpretation and application of ICT policies, technical principles and regulations/legislation
- Assessing compliance with Council policies and regulatory frameworks, and enforcing/assuring their application

Key Facts and Figures of the Post

- **Budget Responsibilities:** Some direct responsibility for ICT Assets
- **Staff Management Responsibilities:** Assist Team members, colleagues and end users
- **Other:** Explains complicated technical information and procedures to assist team members, colleagues and clients
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Essential Criteria

- **Qualifications:** Holds NVQ3 or equivalent A levels/HNC/HND
- **Knowledge:** Advanced knowledge and theory appreciation of key concepts, skills and competencies required to deliver professional and effective support
- **Experience:** Significant period of working in a relevant role or environment
- **Expertise:**
 - Regular and extended use of a range of standard software e.g. Competent secretarial use of Word, full presentations in PowerPoint, Excel spreadsheets with standard formulae and techniques. Use of straight forward macros, advanced tools.
 - ECDL
 - Ability to travel independently to sites throughout Westmorland & Furness Council

Disclosure and Barring Service (DBS) Checks

- Does not require a DBS check.

Job Working Circumstances

- **Emotional Demands:** Able to handle constant high pressure work environment to meet the demands for ICT support. Able to manage calls by users in sensitive ICT circumstances. Engaging repeatedly and timely issues with little or no ICT experienced users
- **Physical Demands:** Due to nature of the work like constant telephonic support, mainly bound to a single position all day. Intensive keyboard inputting and monitor/screen usage are

required daily. Periodic demand for lifting heavy and/or bulky equipment, and/or working in awkward or confined spaces

- **Working Conditions:** Occasional working with adverse temperature and/or noise, normal levels of adverse people behaviour
- **Other Factors:** n/a

Other Factors:

- You may be required to travel to all Westmorland and Furness sites, should this be required to carry out and specific work
- There may be occasions you are required to work outside normal working days and hours, supporting the ICT Engineers