**Service Area:** ICT

**Position title:** ICTSystems Engineer

**Reporting to:** Head of Infrastructure

**Pay scale:**

**Purpose of the job:**

Assist the Head of Infrastructure in ensuring the efficient operation and security of the IT service. This includes implementation, development and configuration of new and existing, hardware, software. To maintain a culture based upon excellent customer service values and be a change agent to encourage a council wide adoption of technology programs and strategies.

**Responsibilities**

* Provide technical expertise and operational support for the design, deployment and connectivity of computer and network systems
* Manage and complete assigned projects
* Ensure security is applied, audited and maintained across the estate
* Manage workload and escalations efficiently
* Adhere to change process for technology amendments
* Assist and train where required to infrastructure peers
* Produce and maintain documentation for all systems in the estate
* Learn critical systems and technologies where relevant
* Work with stakeholders, peers and vendors when required
* Complete other reasonable tasks requested by the line manager

**Health and Safety**

Responsible as an officer and employee under the Health and Safety at Work Act.

To take reasonable care for the health and safety of yourself and other persons who may be affected by your acts or omissions at work.

To co-operate with the Council, its officers and staff to enable them, as far as is necessary, to conform and comply with any duty or requirement imposed as a result of any law which may be in force regarding health and safety. Job Description Not to interfere intentionally or recklessly with anything provided in the interest of health, safety and welfare

**Equal Opportunities**

North Northamptonshire Council is committed to providing equal opportunities in the services it provides and in the way it employs people. This applies when developing plans, policies and strategies and when working with suppliers, contractors and partners. North Northamptonshire Council will listen to all sections of the community and aim to provide services, which meet the needs of the whole community.

North Northamptonshire Council wants to make sure that everyone is treated fairly, regardless of gender, race, disability, ethnic origin, marital status, age, religion, parental or property status or sexuality. North Northamptonshire Council monitors the way in which things are done to make sure that employees, potential employees, residents and visitors are treated fairly and without prejudice.

**Changing Circumstances**

This job description is not intended to be inclusive nor exhaustive. The Council reserves the right to vary the duties within the responsibility of the grade of the post and the post-holder’s qualifications and experience in the light of changed circumstances. The post-holder will be required to adapt him/herself to changing situations and be prepared to keep abreast of all new developments affecting his/her duties.

**Smoking in the Workplace**

The Council has adopted a policy on smoking in the workplace. Work activity undertaken at Council buildings is in a No Smoking area.

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| Job Description prepared by: Mark Castro  Approved by: …………………………………………………………… | Date: …………………  Date: ………………… |