When potential
is unlocked,
talent *thrives*

West
Northamptonshire
Council

Job description and person specification

Desktop Support Engineer - IT

Digital, Technology & Innovation – Resources Directorate

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.

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Purpose and impact:

1. To provide exceptional service at second line, supporting users of desktop computer services, telephone systems, local and wide area networks, the server infrastructure, and application software, ensuring that Customers' incidents and requests are resolved in line with Service Level Agreements.

2. Working across the Council's offices, maximise the productivity of our users, building and supporting IT services and systems that deliver the best personal computing experience and represent best value in terms of cost and productivity.

Accountable to:

Reports to: Senior Desktop Engineer. The role sits within Digital, Technology and Innovation, part of the Resources Directorate in West Northamptonshire Council.

Responsibilities:

1. Analyse, diagnose and resolve complex incidents and requests that have not or cannot be resolved at by the first-line support team. Ensure resolutions are in line with WNC security policies and Service Level Agreements, using the most cost effective and efficient solutions and with minimal disruption to IT system users.

2. Monitor and progress all requests, incidents and project tasks assigned to the Desktop Team to ensure effective resolution. Ensure all such activity is logged on the call management system effectively and that clients and project managers stay informed of progress. This will also involve the analysis, planning and implementation of small projects that are given. Included in this is defining what the user needs, advising on what they need to order, commissioning and monitoring any third parties and undertaking installation/implementation.

3. Contribute to the specification, procurement, development and implementation of all user hardware and supporting software in use with the organisation. Act as an expert within the organisation on the configuration and usage of our user-facing hardware, provide technical consultancy and training to end users as well as projects and governance processes.

4. Using ITIL best practice methodology to provide a high standard of information to facilitate quality management reporting, to be able to improve second line resolution, identify areas for where productivity can be improved using automations tools, AI, self-service, and FAQs.

5. Using available diagnostic and remote access tools, monitor and analyse supported hardware to provide proactive support to users and ensure hardware is kept up to date by software patching and thereby secure.

6. Participate in continuous innovation; researching, advocating for and implementing new IT technologies within the requirements of the IT strategy and good practice. Regularly conduct your own studies to enhance your knowledge and understanding of IT systems and technologies and their application within other organisations.

7. Resolve incidents and requests that require a visit to site to restore service to users where the fault cannot be resolved remotely.

8. Create and maintain effective documentation for internal and external training plus information such as FAQs and user guides, for business as usual and when on-boarding new business partners.

9. Provide support to IT projects and carry out any other duties which fall within the broad spirit, scope, and purpose of this job description and which are appropriate with the grade of the post.

10. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.

11. Demonstrate awareness and understanding of equal opportunities and other people's behavioural, physical, social and welfare needs and ensure that reasonable care is always taken for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:
(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
- Able to produce clear and precise technical, training, and procedural documentation. - Ability to self-manage and work to timescales. - Good organisational skills with the ability to plan. - Good analytical skills with the ability to assimilate and combine disparate information. - Influencing skills. - Good problem analysis and solving skills. - Confident, calm and responsive when under pressure.	Essential	A/I/D
- Excellent inter-personal skills with the ability to communicate at all levels. - High level of personal probity and integrity. - Enthusiastic, not easily deterred, and able to convey enthusiasm to others.	Essential	A/I
- Able to work on more than one task at a time, and to prioritize work. - Ability to take a problem outside of your knowledge and aim to resolve or draw on resource to ensure resolution.	Desirable	A/I
- Ability to develop and maintain strong customer relationships. - Exceptional customer service skills including experience of dealing with diverse customer groups.	Essential	A/I
Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	Essential	A/I
Strong skills diagnosing & resolving client application, connectivity, and hardware-based incidents	Essential	A/I

Knowledge:	Essential / Desirable	Measured by
Proven knowledge, understanding and experience of working in a Service Level Agreement driven IT service environment.	Essential	A/I/D

Relevant experience:	Essential / Desirable	Measured by
• Experience of resolving incidents on PCs, laptops, and peripherals such as printers in a large and complex corporate environment.	Essential	A/I/D
• Experience in Microsoft Office. • Support of Microsoft Office Suite, and Outlook. • Support of users connected to a Local Area Network. • Experience using a Service Management tool. • Experience working in an ITIL environment. • Experience with SharePoint • General IT Administration and Support of both Desktop and Servers across Windows & Mobile operating systems • Experience and knowledge of management and deployment tools such as Microsoft Intune.	Essential	A/I
• Experience of delivering end user support by phone, remotely and face to face in a large corporate environment.	Essential	A/I
• Experience of working as part of a project and delivering to a deadline. • Experience in adoption of new technologies though research, to deployment of a solution	Desirable	A/I

Education, training and work qualifications:	Essential / Desirable	Measured by
• GCSE standard or equivalent in appropriate subjects (i.e. Sciences, Computing, Mathematics, English)	Essential	A/D
• HNC/HND/BTEC/NVQ • Microsoft Support Certified (MSC) • ITIL Foundation	Desirable	A/D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Day-to-day in the role:

Hours:	32	**Primary work base:**	One Angel Square (Head Office)
Job family band:	Professional Support 5	**Worker type:**	Fixed
Salary range:	£34203 - £37067- Pro rated	**Budget responsibility:**	No
People management responsibility:	No		

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T	Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H	High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R	Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I	Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V	Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E	Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

"Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture"

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Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.

- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.

- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.

- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

West Northamptonshire Council