

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	<b>6RT</b>	<b>Role Title</b>	<b>Local Support Technician</b>
<b>Grade Scale 6 SS8</b>	PS6	<b>Reports to</b>	<b>Senior Local Support Technician / Technical Consultant Operations &amp; Project Delivery</b>
		<b>Directorate</b>	<b>Business Services - Orbis</b>
<b>JE Band</b>	192-227	<b>Service</b>	<b>IT &amp; Digital</b>
		<b>Team</b>	<b>Customer and Partnerships</b>
		<b>Date Role Profile was created</b>	<b>Dec-17</b>

## Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

<b>Role Purpose</b> including key outputs	<p>Contribute to the provision of a high quality service through the provision of onsite ICT services.</p> <p>Plan and organise own work, support and advise junior colleagues as appropriate, having regard to the effective use of resources and safe working practices.</p> <p>Liaise with customers, stakeholders and colleagues as appropriate and recommend courses of action within scope and bound of the role.</p> <p>Provide remote and telephone support alongside the Customer Experience team.</p> <p>Participate in the delivery of the core objectives of the team completing identified tasks, work programmes and projects working flexibly, sometimes outside of normal core hours, in response to service demands as agreed with the Service Manager.</p> <p>Assist with the delivery of ICT emergency and business continuity plans as required.</p> <p>Maintain and update paper and ICT based systems and records within a designated service area; accurately inputting and retrieving data as required ensuring data security and confidentiality where appropriate and that entries are kept up to date.</p> <p>Responsibility for the documentation of systems, implementations, problems and changes as appropriate in accordance with best practice.</p> <p>Maintain an awareness of emerging technologies and best practice within the ICT industry.</p>
<b>Work Context</b>	<p>IT &amp; Digital is a service within the Orbis partnership, providing technology and business change support to Surrey County Council, East Sussex County Council and Brighton &amp; Hove Council.</p> <p>This role is part of Customer and Partnerships within the Orbis IT &amp; Digital Service. This Service provides mission critical operational support and innovative project delivery that underpins delivery of the business priorities and service outcomes for the Orbis partner authorities and customers.</p> <p>The post undertakes much of its work at a number of customer premises, but there is a requirement to undertake scheduled Customer Experience activities from the relevant regional base.</p> <p>The post holder is responsible for the day to day management of their own workload, but will also be directed by senior colleagues where business needs dictate.</p> <p>The post holder will be expected to undertake duties in other parts of the service where this adds value to service understanding and the sharing of knowledge with colleagues.</p>

<b>Line management responsibility</b> if applicable	N/A
<b>Budget responsibility</b> if applicable	Indirect responsibility - Responsible for making recommendations of spend on a weekly basis at a minimum average of £100 per week. Advising which type, make and model of laptop to purchase, advising on software purchases, IT consumables etc. Identifying additional cabling or electrical requirements and liaising with suppliers for quotations, appropriate locations, customer liaison.
<b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family	<p>Planning &amp; Organising</p> <ul style="list-style-type: none"> <li>• Support senior colleagues to deliver initiatives and projects as required.</li> <li>• Deliver a range of administrative and/or customer services in support of existing systems or processes to agreed standards, to maximise service quality and continuity.</li> </ul> <p>Policy and Compliance</p> <ul style="list-style-type: none"> <li>• Adhere to established standards of service delivery to support any associated regulatory or technical compliance requirements.</li> </ul> <p>People &amp; partnerships</p> <ul style="list-style-type: none"> <li>• Receive and respond to everyday enquiries from colleagues and customers to provide a timely, courteous and effective service.</li> <li>• May be required to assist in the recruitment, selection and supervision processes to ensure high standards of team delivery.</li> </ul> <p>Resources</p> <ul style="list-style-type: none"> <li>• May be required to raise invoices and manage payments.</li> </ul> <p>Analysis, Reporting &amp; Documentation</p> <ul style="list-style-type: none"> <li>• Provide and manipulate data for statistical purposes and run and present standard reports.</li> <li>• Assist in undertaking research and analysis of information and prepare reports in prescribed formats.</li> <li>• Prepare and dispatch a range of correspondence/ documents to ensure efficient response to enquiries and timely conclusion of any process connected with the defined area of activity.</li> </ul> <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety &amp; Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>
<b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b>	<ul style="list-style-type: none"> <li>• Minimum 5 GCSEs at Grade C or above, or equivalent, or able to evidence ability at an equivalent level.</li> <li>• Willingness to undertake professional/vocational study where appropriate.</li> <li>• Basic understanding of the relevant area of work.</li> <li>• Good written and oral communication skills with the ability to build sound relationships with customers.</li> <li>• Good IT skills including database management systems, email and MS Office .</li> <li>• Ability to work with others to improve customer service.</li> <li>• Good administrative, analytical and organisational skills.</li> <li>• Able to prioritise and plan own workload in the context of conflicting priorities and work on own initiative.</li> <li>• A methodical approach to information gathering, recording and reporting.</li> <li>• Typically previous relevant work experience in an environment supporting staff and/or public.</li> </ul>

<b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b>	<p>Satisfactory DBS clearance is required.</p> <p>Excellent knowledge of policies &amp; procedures and legislative requirements relevant to service area.</p> <p>Demonstrate an appreciation of ICT Service Management best practice.</p> <p>ITIL qualifications in relevant areas will be advantageous.</p> <p>Broad knowledge of ICT technologies.</p> <p>ICT Skills and knowledge in the support and installation of computer hardware, networks, operating systems, software, printers and other peripheral equipment are essential.</p> <p>This role will require frequent local travel and occassionally across the Orbis geography.</p>
<b>Role Summary</b>	<p>Roles at this level typically work as part of a team to provide technical support and assistance within a given discipline and assist senior colleagues with their duties. They will carry out a range of technical administrative support or practical tasks using knowledge of general office routines and procedures, together with a broad understanding of the specific work of the service area. The work is within established processes and procedures and while it may not be subject to direct supervision, guidance is readily available. They will be expected to organise their own workload and set their own priorities within short, e.g. day-to-day or week-to-week timescales, usually reacting to clear deadlines or processes. They support more senior staff by executing the detailed processes in specific aspects of the service area and will be fully versed in all the procedures of their specialism.</p>