# BRIGHTON & HOVE CITY COUNCIL JIN 4359

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| **Job Title:**  | Digital Support Technician |
| **Reports to:**  | IT&D Service Manager - DevOps |
| **Department:** | Finance and Resources / Digital and Data |
| **Section:**  | Digital |

**Purpose of the Job**

To provide services and support to IT&D Digital and Data teams and Digital Communications in delivering first-line support for the council’s online services during office hours, including support for the council’s customer portal (MyAccount) and its integrated digital services. The role requires the provision of support to our telephone support to our Customer Services Advisors and the triaging of incoming support requests submitted either via public-facing online forms or from electronically raised submissions from switchboard or other council services who offer digital services support.

Working in a Case Management environment, the role requires a thorough understanding of in-house developed public-facing digital products, experience of using web technologies to develop, test or support in a business environment, an excellent customer-facing communication style, and a sufficient grasp of the council’s structure to allow for effective case assignment and management.

The Digital Support Technician will have a solid set of skills and expertise that span digital development and infrastructure, data management, online security and privacy, digital problem-solving, customer service, communication, and reporting. They will take responsibility for first point resolution, and onward escalation and liaison with other council services.

**Principal Accountabilities**

1. To act as first line support, for MyAccount and other Digital Services, reviewing and triaging support submissions. Respond appropriately and effectively to internal or external enquiries, providing support and information utilising digital channels where appropriate and responding according to organisation protocols. Provide first point resolution, or assignment to the appropriate service, balancing customer and business needs to deliver the appropriate support.
2. To take responsibility for customer service, helping customers register for and access information and services through online digital channels, working with colleagues across the organisation, including maintaining an awareness of responsibilities, skills and technical strengths of those colleagues, in order to ensure problems and tasks can be referred appropriately to support citizen-facing and some related business-facing digital services.
3. To apply a digital problem-solving approach and to use diagnostic tools and digital systems to manage external end-user issues through to resolution, applying the organisation’s diagnostic processes for fault finding, escalating, and reporting problems, using case management systems as appropriate.
4. To obtain and maintain a thorough knowledge of complex applications and digital services including MyAccount, and its integrated applications and 3rd party systems, the Case Management application features and functions, and core components, such as address lookups and APIs. This should include knowledge of the expected user journeys using desktop and mobile devices.
5. To maintain and publish Case Management, MyAccount and related digital services documentation, including multimedia content, to support internal and external users, using relevant channels, e.g. Teams, SharePoint, Intranet, website, etc. that enables service users to better self-serve and staff to support digital services and systems more effectively.
6. To maintain a thorough and up-to-date knowledge of issues within MyAccount and its integrated applications. Use this to maintain a published library of standard responses agreed by Digital, Data and Comms teams, to cater for typical support scenarios.
7. To provide overviews, training, guidance, and ad-hoc advice for staff on digital products and regular and typical support requests to assist colleagues in providing effective support within their own teams. Workshops with Customer Service advisors, Digital Communications, and other public-facing staff should be delivered to facilitate knowledge sharing.
8. To work closely with the DevOps team to maintain a detailed awareness of releases, including the date and time of releases, and understanding of the purpose, changes, and any new features included in the releases, supporting the smoke testing of new services and features, as required, and updating relevant user documentation.
9. To work with the Digital Communications team in the production and coordination of appropriate messages for the web site, page content and links, when planned or emergency notifications are required, e.g. banner and page content, for MyAccount or its integrated applications.
10. To use tools such as Excel and, potentially, Power BI to present data captured in Case Management, via regular, e.g. monthly, well-presented, visually engaging reports to provide stakeholders with information on demand, service performance, and any other agreed KPIs.
11. To work closely with Customer Experience, Digital Communications, and IT&D Digital teams, to support the formal complaints process. As part of the Council’s Stage 1 process, manage the initial response to any customer complaints related to digital products, e.g. MyAccount, its integrated applications, Drupal Forms, website search, etc.
12. To support the maintenance of the council’s public-facing directory content to ensure a high level of data quality.
13. To understand, support, and contribute to the testing of online processes such as forms, web frontends, web-based processes and integrations that meet the data capture, management, processing and sharing needs of the council.
14. To communicate effectively in writing, verbally, and face to face, through different digital channels, including e-mail and collaborative technologies, as well as the telephone, using technical terminology and non-technical terminology as appropriate, whether for internal or external communication.
15. To present a professional profile for the Council’s Digital teams.

**General Accountabilities**

1. To be prepared to implement the Council’s Equalities Policy at all levels appropriate to the job and must at all times carry out duties with due regard to the Council’s Equalities Policy.
2. To be responsible for the implementation of, and compliance with, the provisions of legislation relating to health and safety, of such employees and areas of the workplace as fall under direct control of the post-holder and for complying with legislation relating to works and contracts as are within the direct responsibility of the post-holder.
3. To undertake such other duties appropriate to the grade and character of the work as may be reasonably required.

Your duties will be as set out in the above job description but please note that the Council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job.

You will be consulted about any proposed changes.

The list of duties in the job description should not be regarded as exclusive or exhaustive.

There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

**BRIGHTON & HOVE CITY COUNCIL**

**PERSON SPECIFICATION**

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### Essential Criteria

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| **Job Related Education, Qualifications and Knowledge** | * Up-to-date knowledge of current digital developments and technologies
* Strong understanding of web standards, protocols, Accessibility, development workflow (SDLC) and tools
* Knowledge of the modern digital infrastructure, including computer systems fundamentals, physical systems including hardware peripherals, virtualisation technologies and cloud, operating system software, physical end-user devices, and networking fundamentals
* Knowledge of the concepts and fundamentals of data, including searching, storing, integrating and organising data, how organisations use various types of data, the key features and functions of information systems, data formats and their importance for analysis, data entry and maintenance, and the visualisation and presentation of data
* Knowledge of the organisational importance of information security and its management including following policies and procedures and key legislative requirements
* Knowledge of the of the council’s complex digital products and the challenges customers encounter using our digital services.
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| Experience | * Substantial experience of customer focussed IT&D technical support of data and digital systems, particularly web and/or mobile applications, including escalating and reporting when dealing with users’ digital problems
* Experience of using databases, CRM packages, content management systems, office systems, web technologies, e.g. e-mail and mass e-mail tools, SMS, live chat, video chat and messaging platform, survey tools, social media tools for business, and other collaborative tools, including web conferencing
* Experience of using and supporting end-user systems, operating systems, processes such as password management, access control and connection to remote resources, and version management, including patching
* Experience of applying information security principles and privacy policies to information transfer, deletion, storage, usage and communications
* Experience of database and digital system development and support
* Experience of testing digital solutions and products
* Experience of developing with HTML, CSS and JavaScript
* Experience of working in an Agile software development and support environment.
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| Skills and Abilities | * Excellent problem-solving skills with the ability to analyse problems, undertake thorough investigation and carry out independent research into new technologies, sharing findings with colleagues to extend the team’s capability and best practice
* Excellent communication skills, including the ability to establish and maintain effective relationships with staff at all levels of the council, to remain calm under pressure, and to deal patiently and professionally with customers
* Demonstrable technical skills gained through supporting, developing or testing digital products in a commercial or public sector organisation
* Significant skills in systems querying and statistical/data analysis using SQL or similar tools/language and the production of reports using Excel and/or Power BI
* Ability to prioritise your own workload, use initiative and allocate work appropriately, working flexibly within a team environment.
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| **Other Requirements** | * Commitment to using digital resources to extend knowledge and skills in the use of new digital systems or features and other skills
* Operate effectively as part of a team, and with other stakeholders, enabling sharing of information and best practice.
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