JOB DESCRIPTION

Job Title	ICT Engineer		
Directorate	Digital Services		
Reporting to			
Grade	12		
Evaluation ref:	TR0193	**Job Family ref:**	

Role purpose

The ICT Engineer will provide comprehensive technical support and solutions to both internal and external stakeholders across a wide range of technologies, ensuring that business-critical digital services are reliable, efficient, and meet the needs of business and public users. This role involves problem diagnosis, troubleshooting technical issues, implementing new technologies, and collaborating with various teams to enhance digital service delivery. The postholder will be responsible for maintaining up-to-date knowledge of industry trends and best practices to continuously improve the council's digital capabilities.

Additionally, the role includes training staff, managing technical processes, and liaising with external suppliers. The postholder will act as the main point of contact for technical support, offering expert advice and resolving complex technical issues. As the first point of contact for ICT issues, the decisions made by the post holder will have major consequences to the speed, cost-effectiveness, and efficacy of the solution. This position requires a proactive approach to digital service management, ensuring the effective use of resources and contributing to the overall digital health of the council. Given the reliance on IT and the extent to which it is deployed, this post has a major impact on all staff and all business areas, in terms of both productivity and well-being.

Accountabilities

Provide ICT support services across digital and communications technologies, including prioritisation and escalation mechanisms, with clear performance standards and targets.

This may include but is not limited to:

- Guidance and oversight and mentoring of junior staff, apprentices, T-placements, and young people on work placements.
- Technical Installation, configuration, and tuning of end-user devices (e.g. laptops) and network infrastructure (e.g. servers and datacentres)
- Input to development of standards, strategy, and policy.
- Service monitoring, proactive prevention, and associated maintenance.
- Fault diagnosis, resolution, and triage.
- Coordination of technical activities.
- Coordination, liaison with and supervision of third-party suppliers.
- Provision of technical advice and guidance to all SC staff and elected members.

- Investigate, research, and resolve user issues, utilising previous call histories, technical support tools, business process documentation, and supplier documentation to reach a resolution or workaround to the issue.
- Ensure data security standards are upheld by validating new user access requests, reviewing and terminating existing user access rights, and making decisions on whether access should be granted – an activity that is crucial to the protection of our network and the safety of our data.
- Configure, develop, and validate AI and automation tools used to improve the delivery of support to users and to increase the ability to self-help and resolve issues proactively and with automation.
- Maintain appropriate documentation about incidents, problems, known errors, and all other related ITIL or ICT-based processes and procedures as required.
- Ensure information in the IT Service Management Toolset (HALO) is accurate and up to date for all areas of the team's responsibilities including the knowledge base.
- Contribute to meetings, resolution activities, initiatives, and action plans to ensure a coherent delivery of distinct pieces of work across the ICT Service.
- Consult with appropriate management on service conflicts and issues and to share initiatives in the formulation of policy and working practice. This will involve a full range of day-to-day activities including prioritisation, conflict resolution, and service communication.
- Develop and maintain a high level of collaborative working with the ICT Services team and other SC staff.

Knowledge / Experience / Skills

	Essential	**Desirable**
Knowledge		
In-depth understanding of digital infrastructure and technologies.	✓	
Knowledge of cybersecurity principles and practices.	✓	
Familiarity with ITIL framework and service management.		✓
Familiarity with ICT engineering techniques and models		✓
Understanding of local government digital service requirements.		✓
Awareness of data protection regulations.	✓	
Knowledge of cloud computing platforms.		✓
Experience		
Extensive knowledge of Somerset Council IT systems and architecture	✓	

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Proven experience in a technical support or IT engineering role.	✓	
Experience with system implementation and configuration.	✓	
Experience in troubleshooting and resolving technical issues.	✓	
Experience working in a local government or public sector environment.		✓
Experience with project management methodologies.		✓
Experience in training and supporting end-users.		✓
Qualifications / Registrations / Certifications		
A-Levels or equivalent education or experience.	✓	
Degree in Computer Science, Information Technology, or a related field.		✓
Relevant industry certifications (e.g., CompTIA, Microsoft, Cisco).		✓
ITIL Foundation certification.		✓
Certification in cybersecurity.		✓
Project management certification.		✓
Continuous professional development in digital technologies.		✓
Skills		
Excellent problem-solving and analytical skills.	✓	
High levels of innovation - Ability to adapt to the introduction and adoption of new technologies	✓	
Strong communication, customer-focus, and excellent interpersonal skills.	✓	
Ability to work under pressure and manage multiple tasks.	✓	
Proficiency in using digital tools and software.	✓	
Strong organisational and time management skills.		✓
Ability to work independently and as part of a team.		✓
Positive and proactive attitude towards work.		✓

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Working Conditions

This role involves working within a dynamic and supportive local authority environment. Candidates should be prepared for the following conditions:

- **Work Hours:** Standard working hours are 37, with occasional requirements for evening or weekend work to meet project deadlines or attend community events.
- **Location:** The primary work location is County Hall, with opportunities for remote work as per organisational policies.
- **Travel:** Some travel within the local area may be required for meetings, site visits, and community engagement activities.
- **Work Environment:** The role involves working both independently and as part of a team, with access to modern office facilities and resources.
- **Health and Safety:** Adherence to all health and safety regulations is mandatory, ensuring a safe working environment for all employees.

Dimensions of the role

- ICT Engineers support and maintain hardware and software budgeted at circa £10.5M p.a.
- Single decisions made by ICT engineers can result in costs, or cost avoidance in the £ tens-hundred 000s.
- ICT engineers can be contacted for direct support by all end-users – approx. 5,500 staff
- Collectively, ICT engineers are responsible for the support and delivery of:
    - all data repositories (approx. 1Pb),
    - all servers and assets (approx. 700)
    - all network appliances and devices- incl Wi-Fi, printers, and meeting room equipment (approx 1000),
    - all datacentres (currently 7)
    - all end user devices (approx. 9000)
- An ICT Engineer acts as first point of ICT contact for end users and business units and owns that relationship until issue is resolved, service request completed, or issue is escalated.
- Individually involved in the resolution or triage of approx. 2000 incidents per year, each one of which has a direct impact on the efficiency of the council, and the productivity and well-being of individual staff members
- Individually involved in the resolution or triage of approx. 1300 service requests per year, each one of which has a direct impact on the efficiency of the council, and the productivity and well-being of individual staff members.
- Directly interacts with councillors and ELT through onsite technical support to council meetings and in so doing makes significant contribution to delivery of local democracy
- Works with contractors and so must represent the council to external stakeholders on operational matters.

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Working Arrangements
• Somerset Council's dynamic Working Strategy will be applied to this position. • ICT Engineers will be required to work anti-social hours, for activities such as on-site support of council meetings, LCN meetings, elections, best endeavours support for critical out of hours incidents etc. • On a rota basis, engineers will be expected to work early and late shifts to ensure the service desk is manned during service hours.
Corporate Accountabilities
Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.

Date: 30/04/2025