PETERBOROUGH CITY COUNCIL

Job Description

Department:	ITDS
Division/Section:	Corporate Services
Job Title:	Advanced AskIT Engineer
Post No:	
Grade:	9
Reports to:	AskIt Team Leader
Organisation Chart: **Show immediate manager and any jobs reporting to this post.**	Subject to consultation **AskIT Team Leader** │ **Advanced AskIT Analyst**
DBS Check applicable?	**Basic** ☐ **Standard** ☐ **Enhanced** ☐ **None** ☒
	Is post exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions? **Yes** ☐ **No** ☐
Line Management responsibility for:	**No. of direct reports: 0** **No. of indirect reports: 0**
Size of budget: (Per annum)	

Date Issued: February 2017	Last updated: June 2023

Job Purpose:	The holder of this position reports directly to the AskIt Team Leader.
	The Advanced AskIT Engineer is responsible for the day-to-day delivery of this service across Peterborough City Council.
	This role provides end user support and 2nd line support, in the implementation of products to users across Peterborough City council's and their partners in line with agreed O/SLAs and commitments.

Main Duties and Responsibilities:

	Main accountabilities	
1.	Diagnose and resolve complex problems and incidents, remote diagnostic software or site/home visits in accordance with agreed technical operating procedures, PCC IT security policies and O/SLAs.	
2.	Provide comprehensive hardware rebuild/installation/upgrade service to ensure any changes cause minimum disruption to production services and follow agreed standards.	
3.	Provide comprehensive software packaging/installation/distribution service to ensure any changes cause minimum disruption to production services and follow agreed standards.	
4.	Manage the progress of all requests and work packages assigned to the User Device & 2nd Line Support Team to ensure effective resolution. Ensure all such activity is logged on the Helpdesk System effectively and that clients and project managers remain informed of progress.	
5.	Manage the handover of all third level support requests to other 3rd line support ITDS teams to ensure effective resolution. Ensure all such activity is logged on the IT Service Management System effectively and that clients and project managers remain informed of the handover of all such calls.	
6.	Implement new IT technologies in line with the requirements of the IT Strategy, by involvement in pilot projects and testing when required. To include PC hardware, peripherals and end user device and office systems software.	
7.	Carry out testing of new PCC standard software (packages and builds) to ensure acceptance into production, identifying and feeding back any issues and ensuring that they are resolved before roll out across PCC.	
8.	Plan, schedule and monitor own workload, to ensure that priorities are met and disruption to users is minimised, keeping incidents within PCC SLA agreed levels to meet performance indicators.	
9.	Support the End User Device Team Leader in the introduction and development of new technical and operating procedures throughout the team.	
10.	Maintain an in-depth technical knowledge of all corporate products, end user hardware and software configurations and the PCC IT technical infrastructure in order to provide a comprehensive support service.	
11.	Provide advice to PCC clients to enable them to make best use of the hardware and software they have or that could be provided from within the support products portfolio.	
12.	Provide supervision of less experienced colleagues to ensure that the overall technical quality of their work meets accepted standards.	
13.	Ensure the Team and its activities are in full compliance with PCC legislative Health & Safety policies and guidance.	
14.	Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.	
15.	To demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.	

	Date Issued: February 2017	Last updated: June 2023

Generic Responsibilities:	To carry out all responsibilities regarding the Council's Equalities Policy and Procedures and Customer Care Policy. To comply with all Health & Safety at work requirements as laid down by the employer. The council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.
Flexibility Clause:	Other duties and responsibilities express and implied which arise from the nature and character of the post within the department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments.
Variation Clause:	This is a description of the job as it is constituted at the date shown. It is the practice of this Authority to periodically examine job descriptions, update them, and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the postholder. In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible the Head of Service reserves the right to make changes to your job description following consultation.

DATE: **COMPLETED BY:**

Date Issued: February 2017	Last updated: June 2023

![Peterborough City Council logo]

Person Specification

Job title:	Advanced AskIT Engineer	Directorate:	Corporate Services
Grade:	9	Service / Team:	PCC IT & Digital Services
Date:	December 2023	Completed by:	

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
KNOWLEDGE	• Understanding of IT concepts and practices, current technologies and their trends.	Essential
	• Extensive knowledge of laptop build and imaging	Essential
	• Extensive knowledge of laptop and other hardware repair	Essential
	• Extensive knowledge of setting up of IT hardware inc cabling and network ports	Essential
	• Investigation of application issues	Essential
	• Software deployment to user laptops using Intune	Essential
	• Extensive knowledge of supporting/implementing Microsoft operating systems.	Essential
	• Extensive knowledge of supporting Microsoft Office application suite.	Desirable
	• Experience of support MSI technologies	Desirable
SKILLS & ABILITIES	.	
	• Able to work with technical colleagues, technical experts, project managers, consultants from supplier organisations as well as customers and service providers.	Essential
	• Able to prioritise multiple requests to meet service level targets and project milestones.	Essential

	• Able to analyse issues and quickly identify solutions based on information available, within pre-defined policy and operational frameworks	Essential
	• Careful attention to detail and ability to thoroughly check work for accuracy and quality standards.	Essential
	• Excellent verbal and written communication skills, with both technical and user communities.	Essential
	• Ability to be flexible and prepared to exercise own initiative in the execution of their duties.	Essential
	• A flexible attitude to working core service hours and provide occasional weekend cover.	Essential
	• Ability to travel independently and cost effectively to various work locations.	Essential
	• Holds a current UK driving licence	Essential
EXPERIENCE	• Excellent interpersonal skills and experience of client/user contact in a wide variety of situations.	Essential
	• Experience of supporting/implementing clients in a Microsoft Windows operating environment including the corporate desktop application suite.	Essential
	• Experience of installing, configuring and supporting computer systems in a LAN and product networked environment.	Essential
	• Experience of supporting computer systems on a networked server environment of at least four separate sites connected by a WAN.	Essential
	• enterprise agreement environment.	Essential
QUALIFICATIONS	2 X A levels or equivalent relevant experience	Essential
	ONC/OND/BTEC/NVQ Level 3 or equivalent relevant experience	Desirable
	MCP/MCDST/Microsoft Certified Systems Engineer	Desirable

	Date Issued: February 2017	Last updated: June 2023

PERSONAL CIRCUMSTANCES		
EQUALITY	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	Essential
CUSTOMER CARE	Knowledge and understanding of effective customer care (A & I)	Essential

[At the end of each criteria the following codes are used to indicate how the criteria will be assessed: (AI) Application / Interview, (P) Presentation, (W) Written Test.]