ICT Progression Framework:

August 2023

Job Title	Range[1]	Entry	Development Route	Main duties	Level A	Level B	Level C
Associate End User Computing Engineer	Range 3 £25,752 - £30,732	• Educated to a to a GCSE, BTEC or NVQ standard. • Full UK Driving Licence • Evidence of a commitment to continuous professional development • Relevant work experience in Service Desk or Technical support.	Potential routes include: • Work shadowing higher level roles. • Evidence of continuous professional development. • Specialist webinars. • Additional Technical Training in specialist area. • Participation in cross-government Technology events and activities.	To assist in the provision of an effective and efficient technical support service for Medway Council sites, as well as external sites with whom ICT services have a Service Level Agreement (SLA), such as HLC sites and schools, the role involves maintaining a reliable and responsive support system. This service must comply with the ICT Service Level Agreement commitment to its customers, ensuring seamless technical operations across all supported locations. Key responsibilities include the installation, maintenance, and decommissioning of desktop hardware, such as PCs, laptops, tablets, and handheld devices. Additionally, peripheral desktop equipment like multifunction devices (MFDs), printers, scanners, and VOIP devices require ongoing support. The role also involves patching network switch ports as needed and configuring Microsoft Windows and Google Android operating systems to align with corporate security standards. Connecting and disconnecting desktop equipment to the network, while ensuring tidy management of network patching, is also essential. Another important aspect of the role includes assisting with the definition of corporate-wide standards for end-user hardware. Providing second-line voice and data network support at all supported sites is necessary to maintain operational efficiency. Additionally, managing the decommissioning process of outdated desktop equipment, ensuring secure data destruction, retaining reusable components, and	Salary: £25,752 Required for this level: **Knowledge** • Demonstrable technical knowledge of Windows, MS Office, and MS Exchange/Outlook. • A good understanding of ICT terminology. • Awareness in protecting sensitive data and mitigating cyber threats. Awareness in conducting security audits, vulnerability scans, and implementing security controls to ensure compliance with industry standards. Support in reducing the number of security incidents caused by human error and improving overall security posture of the technical area covered in this job profile. • Awareness in creating accessible and inclusive environments for all individuals, including those with disabilities. Commitment to implementing inclusive solutions that meet accessibility standards. Support in fostering an inclusive culture where diversity is valued and all employees have equal access to opportunities and resources. **Skills and abilities**	Salary: £28,242 Required in addition to level A: **Knowledge** • Awareness of ITIL and how this can be effective in an ICT environment. • Technical knowledge of IT equipment is essential. • An understanding of financial management. **Skills and abilities** • Demonstrable ability to use own judgement and creativity to assess situations, solve straightforward problems and adapts to new ways of working. **Experience** • Experience of working within a service desk or desktop support service within a medium to large organisation for a minimum of 12 months.	Salary: £30,732 Required in addition to levels A and B: **Knowledge** • Higher knowledge in Microsoft products related to job role. **Skills and abilities** • Demonstrable ability to work within defined procedures and to work independently, using initiative to deal with straightforward situations, referring to supervisor/line manager for unusual or difficult problems. • Demonstrable ability to use own judgement and creativity to assess situations, solve straightforward problems and adapts to new ways of working. **Experience** • Experience of using an industry standard Service Desk software system & dealing with customers in an SLA driven environment for a minimum of 36 months.

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				organizing disposal through WEEE-certified contractors is a critical responsibility. Furthermore, the maintenance of asset registers for desktop hardware, software, and telephony is required to ensure accurate records of new and decommissioned equipment. Issuing bulk stores, such as disc drives and peripheral computer equipment, as well as peripheral telephony equipment like handsets and handset lifters, forms part of the role. Building relationships with customers to enhance service delivery and ensure satisfaction with ICT services is a fundamental priority. Handling technical support service desk calls and responding to queries in compliance with the ICT Service Level Agreements is also part of daily operations. Additionally, assisting the ICT Asset Manager in managing and monitoring technical assets—from procurement to disposal—is necessary to ensure adherence to internal procedures, legislation, and licensing requirements. This includes overseeing corporate hardware and software licenses procured by the ICT service, ensuring proper asset management in collaboration with other departments. The role also involves supporting customer drop-ins for end-user mobile devices, requiring accuracy and coordination. Finally, the responsibilities extend to managing ICT store activities, handling and processing orders, post, and deliveries. Administering mobile phone contracts, including purchasing, supplier transfers (PAC codes), and handling queries, falls under the asset management duties. Other tasks include assisting the ICT Asset Manager with various asset and administration responsibilities, supporting projects as requested, and fulfilling any additional duties assigned by the Lead End User Computing Engineer.	• Good communication skills, the ability to communicate both at a technical level within IT and at a non-technical level with customers. • A good problem solver with the ability to generate solutions to technical problems. • Excellent customer service awareness. • Competent in written and spoken English. • Good telephone manner and customer care skills. • Work effectively as part of a team. **Experience** • Experience of working within an administrative department of a medium to large organisation, ideally within an ICT environment. **Transferrable skills:** • Communication • Customer Service • Problem Solving • Organisation • Service Improvement • Supplier & Third-party management		