

Job Description

Job title	Associate End User Computing Engineer
Directorate	BUSINESS : Business Support
Division	ICT
Range	MPR 3
Reports to	Lead End User Computing Engineer

Main purpose of the job:

To assist in the provision of an effective and efficient technical support service for Medway Council sites, and to external sites with whom ICT services have an SLA, such as HLC sites and schools.

Assist in the provision of a reliable and effective technical support service that complies with the ICT Service Level Agreement commitment to its customers.

Assist with build, installation, maintenance, and decommissioning of desktop hardware, including PC's, laptops, tablets and handhelds, and periphery desktop equipment such as MFD's, printers, scanners, and VOIP devices. Patching network switch ports as required.

Assist with the Installation, configuration and support of the latest Microsoft Windows and Google Android Operating Systems to meet the Corporate and security requirements.

To connect/disconnect desktop equipment to/from the network, including tidy management of network patching.

To assist with the definition of corporate wide standards for end user hardware.

Assist in providing second line voice and data network support at all supported sites.

Assist with the management of the decommissioning process of all redundant desktop equipment, including data destruction, removal and retention of re-usable components, and arrangement for disposal using agreed specialist WEEE certified contractors.

Assist with the maintenance of desktop hardware, software and telephony asset register, and the CMDB, ensuring that all new equipment is recorded and all decommissioned equipment is removed.

Assist with the issuing of bulk stores, including disc drives and peripheral computer equipment (keyboards, mice, etc.), and peripheral telephony equipment such as handsets, handset lifters etc.

Build relationships with customers to enhance service delivery and ensure satisfaction with the ICT service.

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Assist with the resolution of technical support service desk calls, responding to calls to comply with the ICT Service Level Agreements.

To assist the ICT asset manager, manage and monitor all technical assets from procurement to disposal, on behalf of the council, ensuring that internal procedures, legislation, and licensing requirements are adhered to.

To assist the ICT asset manager, manage and monitor corporate hardware and software licences procured by the ICT service, including the asset management of licences in liaison with other departments within the ICT service. This will include all hardware licences.

To assist with face-to-face customer drop-ins in relation to end user mobile devices, this responsibility requires considerable demand for accuracy and coordination whilst the customer is present.

To assist the ICT asset manager, manage ICT stores activities e.g. handling and processing orders, post and deliveries.

To assist the ICT asset manager, administer the mobile phone contract, including purchasing, transferring between suppliers (PAC codes) and all queries.

To assist the ICT asset manager with any other asset / administration duties.

Assist with projects as requested & any other duties by the Lead End User Computing Engineer.

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

Accountabilities and outcomes:

Assist the second line technical support team building, installing, removing & decommissioning of end user hardware to make sure Medway Councils ICT security policy is adhered to and that the devices are compliant on our Medway Council network to meet Central governance compliance.

To build strong working relationships with the customer base, to enhance service delivery and user satisfaction and technically support the business to deliver their goals and aspirations with the technology available.

To deal with second line technical support service desk calls relating to hardware, network & remote site technical issues, making sure to comply with the ICT SLA priorities, improving customer satisfaction.

To work with the ICT Asset Manager with their responsibilities to ensure Medway Council assets are registered, tagged & decommissioned accordingly and assist with ICT stores related activities to ensure an efficient storeroom is achieved.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

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Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

Organisation:

This role reports to the Lead End user Computing Engineer

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

MOBILE - will have a designated base but are generally working out in the field. They will only come into office space for meetings or touchdown. They are often not constrained to normal core working hours.

Person specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

- Educated to a to a GCSE, BTEC or NVQ standard.
- Full UK Driving Licence.

Level B (in addition to level A criteria)

- Working towards Microsoft certified qualification or equivalent.

Level C (in addition to levels A and B)

- Certificated Technical qualification in a specialised area e.g.
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Knowledge

Level A

- 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.

Level B (in addition to level A criteria)

- 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.

Level C (in addition to levels A and B)

- Higher knowledge in Microsoft products related to job role.
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Experience

Level A

- Experience of working within an administrative department of a medium to large organisation, ideally within an ICT environment.

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Level B (in addition to level A criteria)

- Experience of working within a service desk or desktop support service within a medium to large organisation for a minimum of 12 months.

Level C (in addition to levels A and B)

- Experience of using an industry standard Service Desk software system & dealing with customers in an SLA driven environment for a minimum of 36 months.

Skills

Level A

- 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.

Level B (in addition to level A criteria)

- Work to deadlines and under pressure.
- Well organised with the ability to maintain accurate documentation.
- The ability to perform administrative functions in an organised and logical manner.
- A self-starter with a high level of personal motivation and initiative who will instigate improvements to processes.

Level C (in addition to levels A and B)

- 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.