

Job Profile - IT Engineer

Job Title: IT Engineer (Schools)

Job Grade: level 3.Zone 2

Salary Range: £36,984-£42,526

About Camden

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

About the role

The role of the IT Engineer is to support the provision of IT infrastructure in Camden Schools sites, respond to customer requests, lead problem resolution and service request operation that meets the needs of the Schools IT Support Service customer base and the wider Council whilst having a strong customer service ethos.

- Receive, prioritise and diagnose routine desktop support requests according to agreed procedures.
- Investigate simple and moderately complex desktop issues and seek resolution.
- Take ownership of simple and moderately complex desktop issues until resolved.
- Escalate unresolved issues, providing an effective interface between users and service providers supplying all necessary diagnostic information.
- Facilitate recovery, following resolution of issues.
- Document and close resolved issues according to agreed procedures.
- Install or remove hardware and software, using supplied installation instructions and tools; follows agreed standards. Agree the timing of the work with those affected, e.g. users, operations management, including, where appropriate, hand-over to client.
- Contribute to creation of support documentation.
- Supporting other services, such as audio visual equipment, and ad-hoc services such as CCTV.
- Provide IT support with the starters and leavers processes and accommodation moves.
- Responsible for the Cybersecurity of the Councils infrastructure (patching, antivirus etc.).
- Maintain the configuration management system, documenting details of all hardware/software items that have been installed, removed or changed so that configuration management records are fully updated and accurate.

About you

The IT Engineer must be able to demonstrate they can follow detailed process while working independently within a team structure. Important they can multitask and plan workloads ensuring priority work is communicated to at all stages of the resolution. Be able to communicate with staff at all levels across

the council and 3rd party vendors when required. This role requires a commitment to service excellence and ability to navigate the different requirements across a sometimes-complex environment.

- You will have practical experience of working in an IT Support Team / User Access in a busy complex environment.
- You will be able to demonstrate how you have done things differently, and you'll have a desire to improve yourself continuously, your team, the technology service and ultimately improve the user experience.
- You will be a people person who enjoys engaging and building relationships through effective communication and trust.
- You will have strong knowledge of IT Service Management (ITSM) platforms and be proficient in their use to manage incident and request fulfilment processes. Experience using a Service Desk ticketing system would be highly beneficial.
- Qualified to ITIL Foundation level is highly desirable.

Work Environment:

This is a school site-based role, the candidate must attend the office and be available to assist over the many Camden locations.

People Management Responsibilities:

- **None directly but you will be required to assist with coaching and supervision of other technicians.**
- **You may also be required to supervise and develop staff that we are supporting as part of customer support, staff induction and initiatives such as apprenticeships**

Relationships:

The Senior Desktop Engineer.

Technical knowledge and experience

- BSc in relevant discipline, or equivalent industry experience.
- Schools based IT support experience is desirable.
- Proficient in understanding the IT/ IS infrastructure, operating systems, configurations and the IT applications and service processes used within the organisation.
- Familiar with the use and application of incident management tools
- Aware of the purpose and composition of a service level agreement (SLA); the relationship between an SLA, an OLA and an underpinning contract for the supply of services.
- Aware of methods and techniques for risk management, business impact analysis, countermeasures and contingency arrangements relating to the serious disruption of IT services.

- Aware of corporate, industry and professional standards, policies, regulations, compliance and codes of conduct associated with the role.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#). Not restricted

Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and other ethnic groups, those who identify as LGBT+, neurodiverse and disabled people. Click [Diversity and Inclusion](#) for more information on our commitment.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG,