Job Profile

Job Title: **IT Support Engineer**
Job Grade: **Level 3 Zone 2**
Salary Range: **£36,984 to £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 our Technology Service

A key part of our Digital and Data Services division, our Technology Service provides innovative, efficient, and scalable technology solutions that empower our Staff and our Citizens. We are a team of collaborators and knowledge sharers working in an agile, fast-paced environment.

Our Technology service is responsible for delivering Infrastructure, Information Security, Technology Adoption (Microsoft 365, Digital IQ, and Digital Change), End User Compute (EUC) and IT Support Services across Camden. Our Service Desk currently operates a core service between 08:00 and 18:00 Monday to Friday and provides a point of escalation out of hours via a contracted 3rd party provider.

About the role

We live in an era of digital transformation, at a time in which technology touches everything we do.
The IT Service Centre encompasses 1st and 2nd line support functions including the provision of a face to face IT hub. It is a pool of resources which are flexibly managed to ensure the demands of the service are met. The 2nd line support team are responsible for the investigation, diagnosis and effective resolution of more complex issues relating to hardware, software, and connectivity of the desktop estate, usually issues that could not be resolved by the IT Service desk at 1st line. They are also responsible for installing hardware and software and delivering or supporting a pipeline of project work which it is anticipated will be delivered using a combination of 1st and 2nd line resources, offering opportunities for development across the service centre.

This is a technical role, working as part of a team of approximately 8 x 2nd line engineers, providing support remotely and via field visits to many sites across the borough. While self-service portals and AI-powered chatbots have a role to play, there remains room for the human touch, particularly where empathy is required, or complexity encountered.

About you

We're looking for an established IT professional, someone driven and self-motivated, able to work as a team or individually, with minimum supervision, committed to delivering consistent, high quality IT support at all times. You will be willing to work collaboratively with external suppliers, service users and colleagues in the wider DDS service, able to build relationships quickly, to understand user and service needs and use that understanding to provide a solution focussed approach, breaking down silos to resolve issues or collaborate innovative ways of working.

You will be able to demonstrate that you pro-actively take ownership and see things through, operating a flexible, 'can do' approach to service delivery and a learning mind-set, always seeking to improve yourself, the service, and the user experience.

Key Competencies & Attributes

- You will have excellent technical and analytical skills, with proven experience implementing techniques of incident and problem management to restore services quickly, including applying any known workarounds.
- You will possess excellent inter-personal skills, able to communicate effectively at all levels with technical and non-technical people, using different channels and approaches.

- You will be a team player, eager to listen and learn but also ability to confidently share knowledge and experiences with your colleagues in 'how to'.

Technical Knowledge and Experience:

- You will have 1-3 years practical experience of working in a technical support role in a busy, often pressurised, and complex environment, supporting a diverse range of users including executive and VIP level.
- You will have strong knowledge and support experience in use of IT Service Management (ITSM) tools and be proficient in their use to manage incident and request fulfilment processes, including the ability to report and manipulate data for reporting and root cause analysis.
- Experience using JIRA Service Management would be an advantage.
- You will be proficient in supporting a Windows 10 & MS Office 365 environment as well as
  - SharePoint
  - Citrix environments
  - Active Directory Administration / Group Policy Management
  - Use of deployment automation tools, particularly SCCM, Microsoft Intune
  - PowerShell scripting experience would be useful
  - Remote connection tools
  - Client VPN setup and troubleshooting include 2FA, Bit locker, MDM experience
  - Networking knowledge including DNS/DHCP/Wireless/Printers/Scanners/AV/VC Kit
- You will be familiar with security threats and vulnerabilities that impact and/or emanate from system hardware, software and other infrastructure components, and relevant strategies, controls, and activities to prevent, mitigate, detect, and resolve security incidents affecting system hardware, software, and other infrastructure components.

Key Responsibilities:

- Responsible for handling complex incidents requiring a high level of technical knowledge, often where 1st line were unable to resolve, and, or, involving multiple suppliers according to agreed procedures to restore services quickly, maintain the quality and consistency of the service to minimise business disruption, enhance customer experience and maintain high levels of satisfaction.
- Accountable for accurate recording and responding to incidents and service requests from the business, suppliers, and service teams promptly and effectively and within agreed operational and service levels.
- Accountable for ensuring that resolved incidents / requests are properly documented and closed in order that normal business operation resumes, is confirmed, and ensure lessons learned can be acted on to support future service improvement.
- Responsible for the physical installation, maintenance, and distribution of all client hardware, including printers, scanners, phones, desktops, laptops, etc. and deployment of both generic and bespoke software used within the organisation, following agreed processes and procedures and accountable for ensuring documentation is maintained/ added to any knowledge base for others to follow.
- You will take personal responsibility for ensuring that you maintain the configuration management / asset system, documenting details of all hardware/software items that have been installed, removed, or changed so that configuration management / asset records are fully updated and accurate.
- You will work on rotation to deliver project work, planning, prioritising, and working to agreed deadlines and where necessary perform R&D of new hardware, software.

Work Environment:

Our IT Service Centre Teams work in an 'agile' hybrid way, working both on site in our offices and remotely, to fulfil organisational support requirements.

While we embrace flexible and home working, this is a hands-on technical role. There is an expectation that the post holder will primarily be working on-site either at our head office at 5 Pancras Square, or at other sites within the London Borough of Camden.

The service currently operates a shift pattern on a rota basis, Monday to Friday, with core hours between 8am and 6pm. The core service offer includes supporting Members at some key Council meetings. These are held on weekdays and will extend outside of the 6pm core hours and the post holder should be prepared to work an average of one evening every 6 weeks. Additional hours will be paid or time off in lieu applied.

The core service includes delivery of project work which at times is not feasible to be carried out during normal core hours. We will seek to cover this by asking for volunteers first, but the post holder should be prepared to work an average of 3 times a year to deliver this out of hours or on a weekend. Additional hours will be paid or time off in lieu applied.

People Management Responsibilities:
None. We aim to offer opportunities as part of community initiatives such as apprenticeships and you will be required to contribute to the development of those resources.

Key relationships:

- This post reports to the Support Delivery Lead and for project work the Senior Support Engineer.
- Internal at all levels, particularly the Service Centre teams, other DDS support teams, Members, and senior leadership support leads.
- External including 3rd party suppliers e.g., Xerox and collaborating with partners where Camden are providing some or all their support e.g., NHS Trust.

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.

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.

Agile working
At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships; we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments
Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes adjusting 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,