

Job Profile

Job Title: Senior IT Support Engineer
Job Grade: Level 4 Zone 1
Salary Range: £40,652 - £46,779

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, user provisioning services and 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 engineer roles 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. They are also responsible for 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.

The role is seeking someone who is self-motivated to deliver a consistent high quality, customer focused service, has good experience of undertaking all aspects of 2nd line technical work, will lead by example being always professional and apply solutions focus. The Senior Engineer will work closely with the team lead, assisting with organisation and management of team workloads both planned and reactive, ensuring resources are aligned with service requirements and priorities. The role provides cover in the absence of the team lead.

About you

This is a technical hands-on role. You will have a proven strong technical delivery background and be passionate about meeting the needs of the entire Council and possess a strong customer ethos, with a flexible 'can do' approach to service delivery.

You will be an established IT professional, someone driven and self-motivated who can work collaboratively with colleagues in IT and across services to understand their needs, using that understanding to help shape an inclusive service while continuously looking for ways to improve the end user experience. 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.

You will act as an escalation point, able to deal with more complex issues/processes requiring a high level of technical knowledge and collaborating cross-functionally with other IT support teams to diagnose, investigate, and resolve incidents promptly, minimising business disruption and maintaining high levels of satisfaction. The role is seeking someone who is self-motivated to deliver a consistent high quality, customer focused service, has good experience of

undertaking all aspects of 2nd line technical work, will lead by example being always professional and apply solutions focus.

We expect baseline skills and knowledge across a wide range of IT technologies focusing, but not exclusively, on Microsoft technology, enabling you to advise staff on solutions and to contribute to our culture of innovation. You will be naturally curious, not afraid to experiment with new ideas and emerging technologies. Embracing failure as part of the overall learning experience – while continuing to strive for incremental improvements for our users and organisation. You will be an active listener, able to absorb information, understand requirements, create solutions and be confident to make recommendations to stakeholders.

You will have relevant professional certifications and/or experience to demonstrate your capabilities and fit for the role.

Core skills include:

- Excellent technical and analytical skills, underpinned by an exceptional customer service approach, with attention to detail and significant emphasis on quality of work and a desire to continually improve the end user experience with a particular emphasis on automation of processes where it is feasible to do so.
- You will possess excellent inter-personal skills, able to successfully communicate complex issues coherently and persuasively at all levels using different channels and approaches.
- 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.
- Excellent knowledge of device, application and server technologies and services across a range of technology platforms, including Active Directory, SCCM, Microsoft 365, Azure, Mobile Device Management (MDM) Systems with a focus on Intune and Autopilot, Remote Working Solutions including VPN and the concept of a Zero Trust approach, Mobile/Portable Devices, Desktops, Core End-User Applications and Security.
- Proven experience supporting modern EUC solutions using Windows o/s 10/11, MS Office 365, and Endpoint Manager.

Desirable skills include:

- Experience supporting Apple Mac environments and Mac OSX MDM would be beneficial.
- Experience working in a modern agile delivery environment (Scrum, Kanban etc)
- Experience in using agile collaboration tooling, such as Jira and Confluence

Technical Knowledge and Experience:

- You will have 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 experience of managing technical engineers to effectively resolve issues.
- You'll have excellent organisational skills, planning and prioritising workloads including delivery of project work, ensuring often complex work packages are communicated and tracked, that data is accurately recorded and that you are able to turn this data into actionable insight.
- 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:

- Assist with organisation and management of resources to deliver the workload and priorities of the 2nd line support engineers.
- Responsible for managing the support tickets queue, ensuring that all incidents / requests are managed effectively and within agreed operational and service levels, ensuring that normal business operation resumes, is confirmed, and that lessons learned can be acted on to support future service improvement.
- Responsible for ensuring the knowledge base is maintained for the service.
- Assist with production of performance data, monitoring operational metrics, and working with the User Experience & Support Manager, and Service Centre Team Leads, to analyse data and report trends and variances, using the data insight to take appropriate action and feed into service improvement action planning.

Work Environment:

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

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 – but will be managing resources assigned to delivering project work.
- The service centre is a flexible resource pool, and you will be expected to work closely with the Service Centre Team Leaders
- You may also be required to supervise and develop staff that we are supporting as part of community initiatives such as apprenticeships.

Key relationships:

- This post reports to Support Delivery Lead.
- Internal at all levels, particularly the Service Centre Team Leads, Technology management, End User Compute Team, Procurement, wider IT service colleagues, 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 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,