Camden

Senior IT Support Engineer

Salary Range: £43,004 - £49,131
Grade: L4,Z1
Location: 5 Pancras Square, N1C 4AG
Reports to: IT Support Delivery Lead

About the role

As a Senior IT Support Engineer, you will play a pivotal role helping to ensure that we deliver an optimal front door IT support service to our end users.

You will tackle complex technical challenges, particularly those that exceed the capabilities of the 1st and 2nd line support engineers, transferring skills and knowledge that will help to ensure that we deliver consistent IT support across our user community. This role also involves leading or contributing to the successful delivery of a wide range of projects, ensuring Camden's front door support services are reliable, efficient, and responsive to the needs of the organisation. You will be key in mentoring more junior team members and contributing to strategic IT initiatives that enhance the overall user experience.

You will also provide cover for the IT Support Delivery Lead, ensuring that there is always a point of contact for escalations and decision-making in their absence, maintaining seamless IT support delivery across the organisation.

The things you'll achieve

In this role, you'll make a substantial impact in Camden's IT service delivery by achieving:

Optimised IT Support: You'll help streamline IT Service delivery leading to quicker issue resolution and increased user satisfaction.

Project Success: You'll deliver or contribute to key technology projects to support Camden's digital transformation.

Improved User Experience: You'll enhance the end-user experience by implementing innovative solutions, focusing on automation where possible.

Team Development: You'll mentor junior team members, fostering continuous learning and skill development.

Build strong relationships: You'll build and maintain strong relationships with stakeholders, team members, and others to foster collaboration, trust, and effective communication. These achievements will ensure that we are contributing to Camden's mission of fostering a thriving, inclusive community.

About You

Experience

Solid background in technical support, including working at pace in high-pressure environments.

Supporting different user personas, including VIPs, and being able to tailor support to ensure the right outcomes are delivered.

Knowledge or experience in managing devices, deploying applications, and enforcing security policies using Intune, along with other mobile device management (MDM) platforms

Skilled in resolving complex IT issues beyond 1st and 2nd line support.

Strong experience in delivering IT projects on time and within budget.

Proficient with Microsoft technologies like Active Directory, SCCM, Microsoft 365, and Entra ID. Experience mentoring and guiding technical teams.

Knowledge of security threats and prevention strategies.

Experience supporting both on-site and remote environments.

You Have

Strong focus on delivering high-quality, user-centred support.

Excellent problem-solving skills and a proactive approach.

Clear communication skills, able to explain technical issues at all levels.

A collaborative approach and a team player focussing on outputs.

Self-motivated, taking ownership of tasks and delivering the outcomes

Resilience and calmness in high-pressure situations.

A passion for innovation and continuous A passion for innovation and continuous Improvement.

People management
The role does not have direct line management responsibilities. However, the individual in this role will manage resources assigned to project work, will provide cover for the Lead role and may be required to supervise and develop staff involved in community initiatives, such as apprenticeships.

Work Environment

Your primary location will be 5 Pancras Square in Kings Cross, with an expectation to be in the office at least four days a week. Besides regular office hours, you may occasionally need to provide out-of-hours support. This could include assisting with project delivery or attending council meetings outside standard working hours, depending on the specific needs of projects or events across the council. Additional hours will be paid, or time off will be applied in lieu.

Who you will be working with
You'll be joining a dynamic IT support team within Service Delivery, reporting to IT Support Delivery Lead. You'll work closely with colleagues across the IT department and frequently collaborate with staff across the organisation and/or 3rd parties.

The application process
The application process will involve an initial review, a technical interview, and a practical assessment to evaluate your problem-solving skills and technical knowledge.

Who we are

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 those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

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.

Asking for Adjustments

Camden is committed to making our recruitment practices 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