

# IT Support Engineer – Digital Inclusion

**Salary Range:** £39,336 - £44,878

**Grade:** L3, Z2

**Location:** 5 Pancras Square, N1C 4AG

**Reports to:** IT User Provisioning Team Leader

# About the role

As a Digital Inclusion IT Support Engineer within IT Service Delivery, your mission is twofold: first, to ensure that previously digitally excluded or limited roles are fully integrated into mainstream support and second, to proactively identify and engage other segments still in need of support. In this role, you will act as a crucial bridge, with responsibilities including:

**Engaging with Previously Excluded Services:** Collaborate closely with teams to ensure that services previously left out of the digital ecosystem receive comprehensive IT support. This involves troubleshooting, training, and fostering a positive digital experience.

**Identifying New Areas for Inclusion:** Conduct assessments to pinpoint services or user groups that remain digitally excluded. Develop strategies to bridge the gap, whether through training, processes or, IT equipment improvements, or tailored solutions. This includes consideration and potential development of the role of the Camden kiosk network.

**Promoting Digital Literacy:** Advocate for digital literacy across the organisation, empowering users to leverage technology effectively. This includes workshops, documentation, and personalised assistance.

**Monitoring Progress:** Regularly assess the impact of your efforts, tracking improvements in digital access and user satisfaction. Adjust strategies as needed to achieve equitable inclusion.

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# About you

As a digital inclusion advocate, you'll champion the importance of digital accessibility, particularly in areas where adoption has been limited or non-existent.

Your role involves fostering an inclusive culture by supporting and learning from your peers, proactively addressing barriers to universal access, and seeking innovative solutions. Effective communication and interpersonal skills are essential, as you'll collaborate closely with colleagues at all levels.

You will have a curious nature, keen to resolve problems and able to work on your own initiative and with others to identify creative and innovative solutions.

You will be able to demonstrate relevant experience and knowledge about our core IT technology offer and a commitment to staying informed about emerging technologies will be key.

## Experience

1. **Technology Commitment:** You'll actively leverage technology to address universal access.
  2. **Effective Communication:** You'll demonstrate strong written and verbal communication skills.
  3. **Strategic Alignment:** You'll understand how individual tasks contribute to overall objectives, driving successful outcomes and positive change.
  4. **Relationship Building:** You'll excel at building effective relationships, overcoming resistance to change.
  5. **Resilience:** Your ability to bounce back from setbacks will be a valuable asset.
- Active Directory
  - Administration / Group Policy Management
  - Microsoft Defender
4. Effective relationship building working collaboratively with others to find solutions or resolve issues
  5. Using Jira Service Management or similar product would be beneficial

# Technical skills

Applicants must be able to understand the available technical solutions and the diverse options accessible to various user needs. This understanding will ensure that the Camden's support offer is universally inclusive and accessible, regardless of job role.

We strongly encourage continuous self-development, leveraging Microsoft training available through Camden's licensing arrangements, engaging with relevant content for the role.

Familiarity with JIRA Service Management, Jira Projects, and Microsoft Intune would be advantageous.

We anticipate that you will either have completed or will actively work towards obtaining the Microsoft Fundamentals AZ900 qualification, and we are committed to assisting you in achieving this goal.

## Other important information...

### **People management**

You will have no direct line management responsibilities.

### **Work environment.**

The role is based at our main offices in King's Cross (near 5PS). It includes travel within the borough to engage with different services. We're flexible and open to discussing hybrid work arrangements, depending on service requirements.

### **Who you will be working with**

You'll be under the supervision of the User Provisioning Team Leader. You will collaborate closely with the digital change co-ordinator in the technical adoption team, IT service delivery teams including the IT Service Desk, User Provisioning and our IT support engineers. This collaboration extends to colleagues across our Digital & Data Services.

### **The application process**

We'll hold a formal in-person panel interview.

# 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](mailto:resourcing@camden.gov.uk)