

IT Support Engineer

Salary Range: £39,336 - £44,878

Grade: L3,Z2

Location: 5 Pancras Square, N1C 4AG

Reports to: IT Support Delivery Lead



About the role

The IT Support Engineer plays a pivotal role in Camden's Technology Service, a key component of our Digital and Data Services division. This position is responsible for providing 2nd line support, tackling complex issues that go beyond the capabilities of 1st line support.

The role involves diagnosing and resolving technical issues related to hardware, software, and connectivity across various Camden sites. Additionally, the IT Support Engineer will contribute to the deployment and support of both generic and bespoke software and hardware, ensuring our technology infrastructure remains robust and effective. The role is crucial in supporting Camden's digital transformation goals and enhancing the technological experience for staff and citizens alike.

The things you'll achieve

Efficiently resolve complex technical incidents, particularly those escalated from 1st line support, ensuring minimal business disruption and a high level of customer satisfaction.

Install, maintain, and distribute IT hardware and software across Camden's sites, ensuring seamless operation and accurate documentation.

Support and contribute to the delivery of IT projects, working on both 1st and 2nd line tasks to meet project deadlines and improve service delivery.

Maintain and update the configuration management and asset systems, ensuring all changes in hardware and software are accurately documented.

Enhance the user experience by proactively identifying opportunities for service improvement and implementing these changes.

Provide occasional out-of-hours support, including evenings and weekends, to ensure the success of key council meetings and project milestones.

About you

Experience

Handling complex IT incidents, including those requiring multi-supplier involvement, and restoring services promptly.

Maintaining IT hardware such as printers, scanners, desktops, laptops, and phones. Documenting and closing resolved incidents and service requests effectively.

Working within a shift pattern, including occasional evening and weekend work, to support key council meetings and project work.

Contributing to community initiatives, including apprenticeship programs, by helping develop resources and mentoring junior staff.

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

You have

Solid technical and analytical skills with 1-3 years in a complex support role, handling diverse user needs.

Proficient in ITSM tools like JIRA for incident and request management. Expertise in supporting Windows 10, MS Office 365, SharePoint, Citrix, Active Directory, SCCM, and Intune.

Experienced with PowerShell scripting and networking (DNS, DHCP, Wireless, Printers, Scanners, AV/VC). Strong understanding of security threats, vulnerabilities, and prevention strategies.

Excellent communication with both technical and non-technical stakeholders. Proactive, solution-focused, and committed to continuous improvement and personal development.

Other important stuff...

People management

This role does not involve direct line management responsibilities. However, you will be required to contribute to supporting apprentices in the team.

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 part of the Technology Service team, reporting to the IT Support Delivery Lead and collaborating closely with other IT support teams, senior leadership, and external suppliers like Xerox. You'll also interact with internal stakeholders at all levels, ensuring their IT needs are met efficiently.

The application process

The application process will involve an initial application review, followed by 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

