**Job Capsule Supplementary Information: IT Engineer**

**This supplementary information for the IT Engineer is for guidance and must be used in conjunction with the Job Capsule for Corporate Services.**

**Job Family: Information and Communications Technology Level 3**

**Job Zone: Zone 2**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment.**

**Role purpose**

The role of the IT Engineer is to support the provision of a professional desktop support service that meets the needs of the entire Council; having a strong customer service ethos.

**Example outcomes or objectives that this role will deliver**

* Receive, prioritise and diagnose routine desktop support requests according to agreed procedures.
* Investigate simple and moderately complex desktop issues and seek resolution.
* Take ownership of simple and moderately complex desktop issues until resolved.
* Escalate unresolved issues, providing an effective interface between users and service providers supplying all necessary diagnostic information.
* Facilitate recovery, following resolution of issues.
* Document and close resolved issues according to agreed procedures.
* Install or remove hardware and software, using supplied installation instructions and tools; follows agreed standards. Agree the timing of the work with those affected, e.g. users, operations management, including, where appropriate, hand-over to client.
* Contribute to creation of support documentation.
* Supporting other services, such as audio visual equipment, and ad-hoc services such as CCTV.
* Provide IT support with the starters and leavers processes and accommodation moves.
* Provide to support to colleagues in User Experience strand including providing cover for other functions such the service centre, IT hub and User access teams.
* Responsible for the Cybersecurity of the Councils infrastructure (patching, antivirus etc.).
* Maintain the configuration management system, documenting details of all hardware/software items that have been installed, removed or changed so that configuration management records are fully updated and accurate.

**People management responsibilities**

* No formal line management responsibilities.

**Relationships**

* This post reports to the End User Compute Supervisor.

**Work environment**

* The post-holder will be required to work in an ‘agile’ way in line with Camden’s move to a paperless and flexible work environment.

**Technical knowledge and experience**

* BSc in relevant discipline, or equivalent industry experience.
* Proficient in understanding the IT/ IS infrastructure, operating systems, configurations and the IT applications and service processes used within the organisation.
* Proficient in installation, testing and commissioning of supplier specific equipment and software in all legitimate operational environments.
* Familiar with methods and techniques for risk management, business impact analysis, countermeasures and contingency arrangements relating to the serious disruption of IT services.
* 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.
* Familiar with the use and application of incident management tools.
* Familiar with corporate, industry and professional standards, policies, regulations, compliance and codes of conduct associated with the role.

**Camden Way Five Ways of Working**

In order to continue delivering for the people of Camden in the face of ever-increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

* Deliver for the people of Camden
* Work as one team
* Take pride in getting it right
* Find better ways
* Take personal responsibility

For further information on the Camden Way please visit: <https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1>