

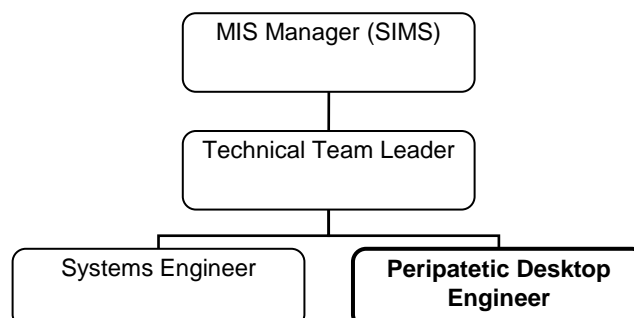
# **ROCHDALE BOROUGH COUNCIL**

## **JOB DESCRIPTION**

<b>SERVICE:</b>	Neighbourhoods
<b>SECTION:</b>	EDIT Technical ICT Service Delivery Information, Customer and Communities
<b>LOCATION:</b>	Multiple sites (schools and academies), Number One Riverside
<b>JOB TITLE:</b>	Peripatetic IT Tech Officer
<b>POST NUMBER:</b>	CUICTNTS0001
<b>Grade:</b>	5
<b>Accountable to:</b>	Technical Team Leader
<b>Accountable for:</b>	No-one
<b>Hours of Duty:</b>	37 hours per week subject to the provision of the Authority's scheme of flexible working hours and the operational needs of the team.
<b>Any Special Conditions of Service:</b>	<p>The Authority operates a Smoke Free Policy for all its employees and applies to any building and associated grounds within in the immediate vicinity of the building which is wholly owned, leased or operated and occupied by Rochdale BC.</p> <p>This post is not Politically Restricted in accordance with the current regulations</p> <p>Appointment to this post is subject to an enhanced DBS including a barred list check against the child workforce.</p> <p>Occasional evening duties for which there will be compensation in accordance with local conditions of service.</p> <p>Travelling will be required in the course of this post's duties for which a Casual Car allowance is available.</p> <p>Annual Leave may only be taken outside of school term-time delivery to meet the needs of the service</p>

**The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.**

## **ORGANISATIONAL CHART**



## **PURPOSE AND OBJECTIVES OF THE JOB**

To install and maintain hardware and software in line with client requirements and processes.

Investigate and resolve problems / incidents relating to hardware and software.

To assist in the maintenance, development and support of ICT systems in schools.

To assist in the delivery of projects relating to Management Information Systems, ICT communications infrastructure and curriculum ICT.

## **Control of Resources**

### **Personnel**

None

### **Financial**

None

### **Equipment/Materials**

Responsible for effective use of equipment and materials including computer hardware and software and other office equipment both on and off work and client premises in the performance of their duties.

## **Health/Safety/Welfare**

Responsibility for the safety and welfare of self and colleagues in accordance with the Health and Safety Policies of the Council.

## **Equality and Diversity**

To work in accordance with the Authority's Policy relating to the promotion of Equality and Diversity.

## **Training and Development**

The post holder will be responsible for assisting in the identification and undertaking of his/her own training and development requirements in accordance with the Council's Performance Management Framework.

## **Relationships (Internal and External)**

Internal: Rochdale BC colleagues within I.C.T., Rochdale BC School Finance, Rochdale BC SEND (including RANS) and Rochdale BC School Improvement Service

External: School staff, governors and senior leadership teams, third-party suppliers

## **Responsibilities**

The postholder must -

- (i) Perform his/her duties in accordance with Rochdale Council's Equality and Diversity Policy.
- (ii) Ensure that Rochdale Council's commitment to public service orientation and care of our customers is provided.

## **Values and Behaviours**

### **Our Values and Our Behaviours**

Approach the job at all times using the values set out below

- Proud
- Passionate
- Pioneering and Open

Be aware of and apply these behaviours at all times.

## **Principal Duties**

1. Supporting ICT systems and infrastructure in schools in accordance with appropriate SLAs including the full recording of details as required for the Team's management needs.
2. Carrying out maintenance to ICT systems in accordance with appropriate SLAs and agreements with suppliers etc.
3. Assisting schools with queries and problems relating to the use of ICT systems in accordance with appropriate SLAs by telephone, in writing and by site visits.
4. Keeping abreast of new developments in ICT and their likely effects on the ICT systems used in schools and the LA.
5. Maintain clear written and verbal communication with the school's nominated contact on current status of work requested by the school.
6. To ensure that work requested by schools is logged on the Helpdesk and updated through to completion.
7. Carry out checks on equipment/software that has been worked on that day to ensure it is functional before leaving school.
8. Adhere to the agreed timetable of school visits.
9. Be attentive to schools needs and keep the school fully informed on work in progress and any issues arising.
10. Work with the school to prioritise work when requested.
11. To contribute to and actively participate in meetings in the relation to the role of the post.
12. To provide support to others as necessary in order to ensure that the needs of the service are met.
13. To perform his/her duties in accordance with relevant performance standards and targets, the services commitment to continuous improvement and ITIL framework.

## **Secondary Duties**

- 1 The post holder will be responsible for assisting in the identification and undertaking of his/her own training and development requirements in accordance with the Authority's Employee Development Scheme and participation in in-service training.
- 2 The post holder will be responsible for working in accordance with departmental and RMBC Health & Safety Policies and procedures at all times, in respect of themselves, staff under their control and any other persons affected by their actions or omissions whilst at work.
- 3 The post holder will contribute to the Council and its Partners commitment to providing quality public services and care for our customers.
- 4 To perform his/her duties in accordance with the Authority's Policy relating to the promotion of equal opportunities.
- 5 To participate in Council programmes of in-service training as a trainee and when required as a trainer facilitator.

- 6 To undertake such other duties and responsibilities of an equivalent nature as may be determined from time to time by the Service Head (or nominated representative) in consultation with the postholder (and if he/she so wishes, with his/her Trade Union representative).

Job Description prepared by \_\_\_\_\_ Date \_\_\_\_\_

Agreed by Postholder \_\_\_\_\_ Date \_\_\_\_\_

Supervisor/Line Manager \_\_\_\_\_ Date \_\_\_\_\_

Assistant Director \_\_\_\_\_ Date \_\_\_\_\_

## Rochdale Borough Council Person Specification

<b>Service :</b>	Neighbourhoods	<b>Post:</b>	Peripatetic IT Tech Officer
<b>Section :</b>	EDIT, IT Operations, Information, Customers & Communities	<b>Post Number :</b>	CUICTNTS0001
<b>Job Ref:</b>	RO-32007	<b>Grade:</b>	5

### **Note to Applicants:**

The *Essential Criteria* are the qualifications, experience, skills or knowledge you **MUST SHOW YOU HAVE** to be considered for the job.

The *How Identified* column shows how the Council will obtain the necessary information about you.

If the *How Identified* column says the **Application Form** next to an *Essential Criteria* you **MUST** include in your application enough information to show **how** you meet this criteria. You should include examples from your paid or voluntary work.

**The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.**

Criteria		Essential (E) or Desirable (D)	How Identified: AF Application Form I Interview A Assessment
<b>(a) Special Working Conditions</b>			
1	Are you able and willing to work the occasional evening for which there will be compensation in accordance with local conditions of service.	E	AF
2	Are you able and willing to travel in the course of your duties for which a Casual Car allowance is available.	E	AF
3	Annual Leave may only be taken outside of school term-time delivery to meet the needs of the service.	E	AF
<b>(b) Qualifications and Experience</b>			
4	Please detail your Microsoft qualification (or commitment to train towards with suitable experience in the support and maintenance of ICT systems in a network setting including delivering of computer engineering support of personal computer maintenance, server configuration and Microsoft operating systems and Office Suites).	E	AF//A
5	Please detail your working experience of supporting users in relation to desktop solutions and issues with security and safeguarding using Internet filtering and email protection.	E	AF/I
6	Do you possess ITIL Foundation v3 or above (or willingness to train towards)?	E	AF
<b>(c) Skills and Knowledge</b>			
7	Please detail your written and oral communication skills.	E	AF/I
8	Please detail your proven organisational skills.	E	AF/I
9	Please demonstrate your ability to develop a good working relationship with a wide range of client staff whilst working to tight deadlines and maintain excellent customer services.	E	AF/I
10	Please demonstrate your ability to work both effectively as part of a team and with minimum supervision	E	AF/I
11	Please demonstrate your ability to manage workloads, meet deadlines and work under pressure, taking initiative when required.	E	AF/I
12	Please detail your technical knowledge to support multiple non-technical clients through remote and onsite support of workstation, server <u>and</u> cloud-service related issues for example, network patching, software updates and non-standard requests resolution.	E	AF//A

Criteria	Essential (E) or Desirable (D)	How Identified: AF Application Form I Interview A Assessment
<b>(d) Behaviours and Values</b>		
<p>13 Approach the job at all times using the values set out below</p> <ul style="list-style-type: none"> <li>• Proud</li> <li>• Passionate</li> <li>• Pioneering and Open</li> </ul> <p>Please confirm you are willing to adhere to these values and behaviours.</p>	<b>E</b>	<b>AF/I</b>