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| **Department** | **Peoples Services** |
| **Job Title** | ICT Technician |
| **Grade** | D |
| **Primary Purpose of Job** | To service the day to day activities of the Unit’s Technical Support team. |
| **Reporting To** | New Business Manager |
| **Staffing** **Responsibilities** | N/A |

**Main Duties**

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| **1** | ICT maintenance and repair |
| **2** | ICT installation |
| **3** | Basic network administration |
| **4** | Classroom and administration user support |
| **5** | ICT advice and guidance |
| **6** | Software installation |
| **7** | Customer Care |
| **8** | Support ICT unit projects |
| **9** | Such other duties as are appropriate to the post |
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| **Date Job Description prepared/updated:** | **22/08/2017** |
| **Job Description prepared by:** | **Sam Stoneley** |



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| **Department** | **Peoples Services** |
| **Job Title** | **ICT Technician** |
| **Stage One** | Disabled Candidates are guaranteed an interview if they meet the essential criteria |
| **The Minimum Essential Requirements for the above Post are as Follows:** | **Method of Assessment** |
| **1.** | **Skills and Knowledge** |
| 1. | **ICT** – ability to use, support and maintain ICT & networking equipment and software applications. | Application Form/Interview |
| 2. | **Communication Skills** – the ability to communicate both orally and in writing with users and team members | Application Form/Interview |
| 3. | **Team skills** - ability to work as part of a team and on own initiative within the team. | Application Form/Interview |
| 4. | **Organisational skills** – ability to prioritise and schedule workloads. | Application Form/Interview |
| 5. | **Problem solving** - ability to transfer theoretical knowledge to practical applications | Application Form/Interview |
| 6 | **Data Protection and Confidentiality**Ensure that any personal data or confidential data you hold is kept securely and is not disclosed, whether electronically, verbally or in writing, to any unauthorised third party. Follow Council policies and procedures on dealing with personal information and information assets, including The Code of Conduct, Data Protection, Acceptable Use and Information Security policies. Personal or confidential data should only be accessed or used for council purposes. | Interview |
| 7 | **Competencies** Please note the council’s corporate competencies, which are considered to be essential for all roles, are in the attached CORE COMPETENCIES document | Interview |
| **2. Experience/Qualifications/Training etc** |
| 1. | Familiarity with internal PC architecture | Application Form/Interview |
| 2. | Familiarity with Microsoft Office Systems | Application Form/Interview |
| 3. | Familiarity with Microsoft Operating Systems | Application Form/Interview |
| 4. | Formal qualifications relating to the above skills/knowledge/experience or evidence of practical application in a business context | Application Form/Interview |
| **3. Work Related Circumstances** |
| 1. | Ability to cope with the physical demands of the post (lifting/carrying of computer equipment when required) | Interview |
| 2. | Term Time Only Post | Interview |
| 3. | This post has been designated an essential car user post. Applicants must hold a full, current and valid driving licence and a vehicle with a current valid MOT certificate. There must also be adequate vehicle insurance cover to comply with the council’s requirements, in line with the Travel Costs Reimbursement Policy | Application FormInterview |
| 4. | This post is subject to an enhanced disclosure from the Disclosure & Barring Service | Application FormInterview |
| **STAGE TWO** | Will only be used in the event of a large number of applicants meeting the minimum essential requirements |
| **Additional Requirements** | **Method of Assessment** |
| **1. Skills and Knowledge** |
| 1. | Familiarity with Network Operating Systems | Application Form |
| 2. | Knowledge of networking protocols i.e. TCP/IP  | Application Form |
| **2. Experience/Qualifications/Training etc** |
| 1. | Previous employment in a similar field | Application Form |
| 2. | Experience of supporting curriculum ICT | Application Form |
| 3 | MCDST or equivalent industry qualification | Application Form |

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| **Date Person Specification prepared/updated:** | **22/08/2017** |
| **Person Specification prepared by:** | **Sam Stoneley** |

**These core competencies are considered essential for all roles within Bolton Council. Please be prepared to be assessed on any of these during the interview process and, for the successful applicant, throughout the probationary period**

**Developing Self & Others**

Promote a learning environment to embed a learning culture.  Support others to develop their skills and knowledge to fulfil their potential. Actively pursue your own development. Support and promote the principles of Investors in People.

**Civil Contingencies**

Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council’s Emergency Management Plan is activated, you may be required to assist in maintaining key Council services and supporting the community.  This could require working outside of routine working hours and working from places other than your normal place of work.

**Equality & Diversity**

Uphold the principles of fairness and the Equality Act in all undertakings as a Bolton Council employee, including providing a fair, accessible service irrespective of customer’s race, religion, gender, sexuality, disability or age.

**Customer Care**

The ability to fully understand, assess and resolve the needs of all customers including those who present with complex situations, in a manner that respects dignity and expresses a caring & professional image.

**Health & Safety**

Take responsibility for the health and safety of yourself and others who may be affected by your acts or omissions, and comply with all health and safety legislation, policy and safe working practice, including participating in training activities necessary to your post.

**Data Protection and Confidentiality**

Ensure that any personal data or confidential data you hold is kept securely and is not disclosed, whether electronically, verbally or in writing, to any unauthorised third party. Follow Council policies and procedures on dealing with personal information and information assets, including The Code of Conduct, Data Protection, Acceptable Use and Information Security policies. Personal or confidential data should only be accessed or used for council purposes.

**Fluency Duty**

Should you be required, as a regular and intrinsic part of your role, to speak to members of the public in English, you must be able to converse at ease with customers and provide advice in accurate spoken English, as required byThe Immigration Act 2016.

**Working Hours**

The nature and demands of the role are not always predictable and there will be an expectation that work will be required outside of normal hours from time to time.

**Safeguarding**

This Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Should the role involve working with the above groups, you will be subject to an Enhanced Disclosure and Barred List check by the Disclosure & Barring Service.