

## ICT Network Services Technician Job Description and Person Specification

<b>Job Title:</b>	<b>ICT Network Services Technician</b>
<b>Grade:</b>	<b>AP4</b>
<b>Responsible To:</b>	<b>ICT Network Services Manager</b>

### Role Purpose:

The ICT Technician plays a vital role in ensuring the smooth operation, maintenance, and development of the organisation's Information and Communications Technology (ICT) infrastructure across a hybrid working environment. This includes providing multi-level technical support, daily system administration, and first-line helpdesk services for hardware, software, and in-house applications. The technician supports the evaluation and deployment of new technologies and assists in the rollout of newly developed systems.

The role involves identifying training needs, delivering tailored ICT training sessions, and maintaining accurate training records. Additionally, the role includes the creation, design, and ongoing maintenance of the organisation's website and intranet, ensuring effective digital communication and information delivery across the network. Through these responsibilities, the ICT Technician contributes significantly to the organisation's digital strategy, operational efficiency, and continuous improvement in ICT services.

### Key Duties and Activities:

1. Provide technical support for ICT infrastructure and users.
2. Perform daily administration and maintenance of ICT infrastructure.
3. Deliver first-line helpdesk support for hardware, software, and in-house applications.
4. Ensure helpdesk tickets are dealt with in accordance with priority ratings and service level agreement requirements.
5. Troubleshoot and resolve software and hardware issues.
6. Maintain and update the ICT support knowledge base and Internal ICT documentation
7. Maintain accurate hardware and software inventory records.
8. Provide ongoing support for the organisations workflow management systems.
9. Support and maintain network infrastructure, including internet access and security.
10. Ensure smooth operation of internal/external email systems and third-party integrations.
11. Assist in the testing and rollout of newly developed computer systems.
12. Assist in the evaluation and deployment of new hardware and software.

13. Produce evaluation reports for hardware and software applications.
14. Identify training needs for staff including the delivery of ad hoc training on technical support calls.
15. Delivering ICT training sessions, including maintaining training records.
16. Creation, design and ongoing maintenance of the organisation's website and intranet
17. System administrator for the organisations ICT systems
18. Responsible for maintaining passwords and appropriate system access for users.
19. Provide a key link between users and ICT Development Team
20. Ensure staff and device compliance with data security policies, protocols & procedures.

### **Supervision and Management of People:**

The role holder is required to assist with induction of new colleagues in ICT Support and may occasionally be expected to mentor a Modern Apprentice, including supervision and accountability for their work performance.

The role holder is expected to support peers, including sharing best practice.

### **Creativity and Innovation:**

- Contributing to the design, implementation, and evaluation of ICT systems and services that align with LVJB goals.
- Assist in the formulation and execution of comprehensive hardware and software deployment strategies.
- Contribute to the development of internal ICT procedures for helpdesk management and efficient handling of tickets to meet agreed service level delivery targets.
- Provide support in the creation of robust and adaptable testing and evaluation methodologies, as well as helping provide strategic recommendations to enhance ICT systems and services.
- Responsible for preparing detailed reports to inform the ICT Network Services Manager in decision-making and for maintaining accurate and current ICT documentation, including training materials and operational records.
- The ability to implement creative problem-solving approaches, smarter processes, and the promotion of digital innovation through the adoption of emerging tools and platforms.
- Design and update of content to support ICT training and communication on the Intranet and LVJB Website.
- Integrating user feedback into ICT solutions and looking for thematic trends in helpdesk tickets and ICT queries.
- Help facilitate ICT knowledge sharing across the organisation, empowering staff where possible.

## Contacts and Relationships:

- Internal
  - All staff up to Directorate level.
- External
  - Constituent authorities and their departments
  - Software and hardware suppliers
  - Maintenance providers and other outside contractors
  - Training and development resource providers

Contacts will be on issues generally not straightforward identifying service need. Contact requires tact and sensitivity to explain resolutions to issues raised by users or constituent councils etc, for example, problem-solving an issue where users have differing abilities, and the matter is of a complex nature. Often ad hoc training will be provided to individual users with differing abilities. Due to hybrid working training will be remote.

It may be necessary to take a differing view to maintenance providers or other outside contractors to ensure our service is operational, this could be contentious as the postholder may need to challenge timescales and ensure action is taken to provide operational efficiency.

## Decisions and Discretion:

- **Choose ICT Solutions:** Help review and select the right hardware and software to meet the organisation's needs.
- **Decide on Implementation Methods:** Support decisions on the best ways to roll out new systems and technologies.
- **Design Custom ICT Solutions:** Assist in creating solutions that fit the specific needs of the LVJB.
- **Support ICT Strategy:** Work with the ICT Network Services Manager to help deliver ICT plans and strategic objectives.
- **Plan Staff Training:** Help organise ICT training sessions, including what to teach and what materials are needed.
- **Balance Solutions and User Needs:** Consider both technical options and user needs to suggest the best solutions.
- **Handle Issues Effectively:** Know when to fix problems independently and when to ask senior staff for help.
- **Protect Confidential Information:** Handle sensitive data carefully and responsibly.
- **Choose the Right Communication Tools:** Pick the best ways to deliver support and training.
- **Support ICT Planning:** Share ideas and feedback to help improve ICT strategies and services.

The role will prioritise support tasks, exercise discretion in applying procedures, resolve technical issues and implement solutions that directly impact user productivity and system stability and work independently.

### Decisions and Consequences:

ICT Technicians are responsible for making informed decisions about prioritising support tasks, resolving technical issues, and implementing solutions that directly affect user productivity and system stability.

ICT Technicians exercise discretion in applying procedures, adapting to evolving situations. Poor judgment in troubleshooting, training delivery, or system configuration can lead to user frustration, downtime, or data inconsistencies, which may disrupt operations and require escalation. This can affect the overall ICT service delivery which could affect users and external stakeholders such as the constituent councils.

### Resources:

An ICT Technician supports the day-to-day functionality of the organisation's ICT systems. These resources typically include end-user devices such as desktop computers, laptops, printers, and mobile devices, along with access to basic networking tools and diagnostic software. ICT Technicians have an administrative role of the organisation's ICT systems and play a key role in maintaining hardware, managing user accounts, updating software, and firmware.

They also utilise internal documentation, helpdesk systems, and training materials to deliver consistent support. Human resources, such as collaboration with colleagues and guidance from senior ICT staff, further support their role. Effective use of these resources ensures smooth ICT operations and contributes to the overall efficiency and reliability of the organisation's digital environment.

### Work Demands:

The working environment for an ICT Technician is active and occasionally demanding, requiring adaptability and a practical approach to problem-solving.

The role must ensure that essential systems and applications remain functional to support daily operations. Technicians are expected to respond to technical issues promptly, often under time constraints, and may occasionally need to work outside standard office hours to support maintenance or urgent troubleshooting.

The role requires managing a varied workload, prioritising support requests, and maintaining service continuity with guidance from senior ICT staff when required. They must be capable of working independently when needed, especially during periods of reduced staffing. Flexibility, attention to detail, and a commitment to maintaining system reliability are essential to meet the operational needs of the organisation.

### Physical Demands:

The post may be exposed to substantial physical effort and awkward postures for short periods, for example, during installation or movement and re-wiring of computer equipment, involving lifting heavy items, crouching, kneeling and crawling.

### Working Conditions:

Although the post may be exposed to some adverse working conditions these will be predominantly within the range of normal office based activities.

### Work Context:

Although the post will have some requirement to take care in relation to the working environment, work activities and dealing with people this will not be more than the normal required of a LVJB employee.

### Knowledge and Skills:

The ICT Technician is expected to be educated to HNC level in a relevant discipline or have equivalent experience, and have practical experience in supporting hardware, software, and basic networking within a Windows environment. A strong working knowledge of Microsoft Office, web authoring tools, along with familiarity with SFTP and internet protocols are desirable.

The role requires the ability to quickly understand business operations to provide effective ICT support, as well as experience in delivering training solutions. While not responsible for complex system administration, the technician must demonstrate sound troubleshooting skills, user support capabilities, and a willingness to learn under supervision. Experience in network support, administration, and training will influence salary placement.

### Health and Safety:

Protecting the health and safety and welfare of our colleagues, and our third parties including members of the public, contractors and service users.

All employees are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions;
- Co-operating with management and following instructions, safe systems and procedures;
- Reporting any hazards, damage or defects immediately to their line manager; and
- Reporting any personal injury and work related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from the Health and Safety Committee and HR Manager, including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found at [LVJB Health and Wellbeing](#).

Person Specification – Essential	Person Specification – Desirable
<ul style="list-style-type: none"> <li>• Educated to HNC level in a relevant discipline (or equivalent experience) and able to demonstrate relevant hands-on experience in technical support roles.</li> <li>• Demonstrable experience in supporting Microsoft Windows environments and standard office applications.</li> <li>• Working knowledge of hardware and software installation, configuration, and basic troubleshooting.</li> <li>• Understanding of how ICT can support day-to-day service delivery within a public sector or office environment.</li> <li>• Familiarity with standard network protocols and basic networking concepts.</li> <li>• Experience using or supporting Microsoft 365 applications and services.</li> <li>• Ability to follow established procedures to support system maintenance and user requests.</li> <li>• Basic understanding of IT security principles and safe data handling practices.</li> <li>• Experience in delivering or supporting ICT training for end users.</li> <li>• Good verbal and written communication skills, with the ability to explain technical issues clearly to non-technical users.</li> <li>• Willingness to learn and adapt to new technologies under supervision.</li> <li>• Ability to manage personal workload, prioritise tasks, and respond to support requests in a timely manner.</li> <li>• Ability to work collaboratively within a team and liaise effectively with colleagues across departments.</li> <li>• Strong problem-solving skills.</li> <li>• Experience using web authoring or content management tools.</li> </ul>	<ul style="list-style-type: none"> <li>• Good knowledge of Mobile Device Management technologies.</li> <li>• Good knowledge of configuring and administering corporate firewalls.</li> <li>• Good knowledge of basic networking.</li> <li>• Knowledge in administering VoIP systems.</li> <li>• Knowledge of VPN/ZTNA</li> <li>• Knowledge of Linux.</li> <li>• Knowledge of Online CMS systems</li> <li>• Awareness of virtualised environments and cloud-based services is advantageous.</li> </ul>