Job Description

Job Title	Senior Technical Services Engineer	Post No	
Job Grade	7	Location	Spalding/Manby
Reports to	Technical Services Manager		
Responsible for	Budget	No	
	People	No	
	Estates/Facilities/Hardware	Yes	

Organisational Context

PSPS is a Local Authority Trading Company (LATCo) which is wholly owned by East Lindsey District Council and South Holland District Council and has main offices in both Spalding and Manby alongside several Customer Access Points.

PSPS provides a range of front and back office services to our Local Authority clients and our mission is that *'Together, we will provide high quality professional services, which achieve outstanding performance, satisfaction and confidence for our customers, communities and colleagues'.*

PSPS is focused on Service Delivery, Transformation, Engagement, People and Performance.

PSPS has a range of policies that have been specifically developed to support our people in achieving a positive work-life balance.

PSPS are proud to be a Family Friendly Employer and Disability Confident.

Job Purpose

The Senior Technical Services Engineer is a critical resource in delivering the Company and its Clients ICT infrastructure, including maintenance, support and security to defined standards and service levels. This role is essential in the effective delivery of a high performing service improving the experience of the Company, its Client Council's and the residents of the districts.

The ICT & Digital Department has responsibility for providing PSPS with centralised support functions and is operationally accountable for the delivery of ICT & Digital services to East Lindsey District Council and South Holland District Council.

The ICT & Digital function takes responsibility for adding value to client and company management and the service covers the following main strands:

1. Service Support
2. Systems Integration
3. Asset Management
4. Network & Infrastructure Services
5. Technical Architecture
6. Security & Compliance

7. Disaster Recovery
8. Web & Digital Development
9. Reprographics & Graphic Design

The ICT & Digital Team have main offices in both Spalding and Manby and whilst the role will be based at one of these locations it is expected that travel between both locations will be required.

Summary of Key Accountabilities and Responsibilities (acquired through learning & development)

- Delivery of the Company's ICT architecture, infrastructure and services
- Respond to Service and Incident Requests as allocated to you or reassign as necessary
- Keep current with ICT developments and make recommendations on use as appropriate
- Provide mentoring of more junior colleagues where appropriate
- Ensure that all ICT functions achieve standards appropriate to underpin the delivery of the Company's strategy and service delivery
- Provide effective and efficient ICT technical architecture services, including delivery to Service Levels and resources
- Undertake effective communications with staff, service users, councillors, trade unions, partners and other stakeholders in accordance with Company policy
- Keep aware of ICT developments and innovation, consider their relevance to the Company's ICT strategy, and make recommendations on exploitation as appropriate
- Carry out all other roles or task that are consistent with the level of this post or that fall within the scope of the role thereby ensuring that the overall business and operational priorities of the client are delivered in a timely and effective manner
- Carry out a reasonable amount of overtime that is consistent with the level of this post or that fall within the scope of the role
- Partake in the disaster recovery and business continuity team for ICT, as appropriate

Internal Relationships	External Relationships
- Employees and Team Leaders across the organisation - PSPS Senior Leadership Team - Head of ICT & Digital - ICT & Digital Managers	- Client Councils Employees and Team Leaders - External Providers

Person Specification & Selection Criteria	Essential (E) or Desirable (D)	Application (A) Interview (I) Presentation (P)
Qualifications		
Qualification in Information Technology	D	A
ITIL Foundation Certificate	D	A
Experience		
Experience of working within an ICT infrastructure support environment	E	A/I/P
Evidence of an ability to achieve outcomes and objectives	E	A/I/P
Evidence of experience of delivering ICT services for customers, communities and stakeholders against service levels	E	A/I/P
Evidence of development of a culture of high performance which puts customers first and empowers and values colleagues	E	A/I/P
Understanding, sensitivity and experience of working successfully within a political context and governance framework	E	A/I/P
Experience of developing practical and creative solutions to company and customer problems	E	A/I/P
Experience of adhering to best practice ITIL standards in an ICT technical support service	E	A/I/P
Evidence of an ability to manage and improve performance to achieve outcomes and objectives	E	A/I/P
Evidence of an understanding of security best practices and risk awareness when performing duties in support of either existing systems or new solutions, to include: Timely patching of systems proportional to perceived risk Where supported, delegated capabilities should be implemented to allow other ICT staff appropriate capabilities proportional to their role	E	A/I/P
Experience of producing high quality documentation of process and procedures	E	A/I/P
Experience of understanding and application of risk management and health and safety principles and requirements	E	A/I/P
Experience of maintaining an up to date and accurate inventory of Infrastructure related assets and third party contract details	E	A/I/P
Experience of ensuring all systems within your responsibility are: - Effectively monitored and set to alert when and where appropriate - Accurately recorded and captured within an ITSM tool	E	A/I/P

- Suitably documented which will include process and procedures to facilitate tiered levels of ownership and delegated responsibility - Systems are suitable backed up and restore procedures are defined and current		
Demonstrable evidence of maintaining and applying up-to-date knowledge of current thinking and developments within professional and technical area of expertise	E	A/I/P
Experience of working with a Service Desk solution	E	A/I/P
Experience of working as part of disaster recovery team responsible for the restoration and continuity of ICT services, to include but not limited to the restoration of; Directory Services, data storage, virtual infrastructure, network infrastructure, external communications (including email and voice). This is to include documentation and associated testing protocols in order to comply with Client requirements	D	A/I/P
Experience of working within a PSN approved environment	D	A/I/P
Skills & Knowledge		
As a senior post it is anticipated you are highly competent in the areas you support. Such competencies are to be demonstrated by experience.	E	A/I/P
You will have experience and proven knowledge in a subset of the following technical disciplines to an advanced level: Cisco Networking Vmware – ESXi and Vsphere 5.x Forcepoint NG Firewall Bluecoat Proxy Services SAN's and associated attached storage and technologies, including fibre and iscsi Backup Technologies WSUS and general Windows patching and Security awareness Exchange 2010, 2013, 2016 Skills Strong Active Directory skills – 2003, 2008, 2012 Citrix XenApp 6.5 McAfee EPO System Centre Suite – including SCCM for image creation/deployment and application patching, SCOM and Orchestrator Office 365 Azure & other cloud technologies Windows Server Platform (2008, 2012, 2016) WDS (with MDT integration)	E	A/I/P

Avaya Telephony Aruba Wireless Technologies Microsoft Core Products (including Exchange and Active Directory)			
Competencies & Personal Attributes			
Highly organised with an ability to manage multiple demands	E		A/I/P
Ability to take ownership and provide resolution for high level problems and provide clear documented solutions where practicable	E		A/I/P
Communicates effectively using straightforward language adapting style as appropriate to ensure engagement by others	E		A/I/P
Develops trust with an engaging, collaborative and inclusive way of working	E		A/I/P
Able to work under own initiative with limited support from the Departments Management Team	E		A/I/P
Commitment to the organisation, being an ambassador and representative	E		A/I/P
Diplomatic, approachable and respectful being open, honest and responsive	E		A/I/P
Taking ownership for informed decisions and delivering outcomes	E		A/I/P
Ability to use own initiative to develop methods of work to achieve defined outcomes	E		A/I/P
Ability to communicate clearly and appropriately, verbally and in writing	E		A/I/P
Adaptable and flexible in a 'One Team' environment	E		A/I/P
Ability to prioritise, plan and organise workload in a busy environment, responding effectively to changing priorities	E		A/I/P

Essential requirements are those, without which, the post holder would not be able to fulfil the responsibilities of the role. Desirable requirements are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements

Author	Jackie Wright	**Completion Date**	August 2019
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