

Role Profile

Date	1 June 2007
Family	Technical
Role Profile Level	2A

PURPOSE

To produce technical solutions and advice in a technical area within general guidelines.

ROLE ACCOUNTABILITY	END RESULT
Planning	
Plan & organise work to complete the given workload in the required timescale.	• Work completed on time • Solutions available for team when needed • Own time well organised
Work – information	
Obtain, assess, analyse information & provide suggestions as an input for others to develop technical solutions.	• Relevant data & measurements, accurately recorded • Useful analysis • Anomalies etc highlighted
Work – technical	
Produce basic designs & plans to set guidelines in support of projects / schemes.	• Work complete to given standards (design, plan, valuation etc) • Practical solutions • Problems / opportunities identified
Work – support	
Maintain networks, databases & systems to given standards and assist users to operate them satisfactorily.	• Investigate & resolve problems • Maintenance schedule targets achieved • Upgrades / repairs completed on time • Users trained, problems solved • Complex / time consuming problems escalated
Customer service	
Provide general advice & assistance on the application of procedures within the defined business area (to internal & external customers).	• Informative & accurate advice, promptly • Complex issues referred • Customers understand response
Compliance	
Review & record the details of allocated situations, identify non-compliance with relevant regulations.	• Situations reviewed & recorded • Records made available • (Non-) compliance identified and referred • Customers kept informed
Reports	
Compile and deliver / distribute reports of completed work, using standard formats, internally.	• Reports complete, accurate, on time • Correct format & procedure followed • Interested parties aware of situation

WORKING CONTEXT
Nature of contacts and relationship (who and the nature of the communications)
Colleagues / team – work together, elicit and provide information, provide help and support. Management – receive and clarify work instructions; report conclusions, flag up problems. Customers / clients – provide advice and support. External, stakeholders, suppliers, contractors, customers, members of public – liaise with, keep informed, explain situation.
Working Environment Context (physical, disagreeable, health and safety aspects)
Either mainly office based with some site visits OR mainly site based. For site, subject to inclement weather conditions but possible to take shelter. Normal hazards associated with site based operations including working in trenches, at heights up ladders, and exposure to hazardous materials (e.g. sewage, cement, asbestos, etc) but with suitable protective clothing and equipment available. Potentially confrontational situations. Some manual handling of heavy materials.
Creativity; discretion; impact: concentration
Working within a defined framework of set processes and procedures following a given approach. Responsible for issuing certificates and identifying compliance against set regulations. Solves straightforward problems and resolves situations. Writing of reports of work done, system / situation checks.
Planning requirement
Shorter term, mainly week to week planning under direction of line management. Identify problems which cannot be resolved and refer.
Key facts and figure ranges (include likely size of any team managed)
No formal supervisory responsibilities.
Knowledge and qualifications (Education, vocational training and relevant work experience/knowledge and skills typically required. Where formal/vocational qualifications are specified, an equivalent level of general education and/or experience may be appropriate for some jobs.)
Understanding of work area and / or discipline to the level of Highers/HNC or equivalent. Knowledge of the relevant regulations, report formats etc to check compliance, prepare reports, systems checks, issue certificates, read plans. Capable of determining information needed for work and first level diagnosis of computing problems.
Equipment operated and essential skills
Computers, peripherals; and hardware, software, systems and databases appropriate to the work level – IT user skills, 1 st level diagnosis skills. Site equipment, including access facilities like ladders, measuring and surveying equipment – able to use competently. Suitable protective equipment.