

FALKIRK COUNCIL JOB DESCRIPTION

Section A Job Definition

Job Title: Support Engineer
Service: Communities, Innovation & Housing
Section: Digital, Technology & Resilience
Location The Foundry
Grade: I

Section B Organisational Relationship

This post is within the Technology & Service Innovation division of the Communities, Innovation & Housing Services and is responsible to the Technology & Service Innovation Manager.
The post holder reports to Technology Team Leader.

Section C Job Purpose

The post holder will assist in the management of information systems including the installation and maintenance of IT systems within the council.

Section D Key Responsibilities

- To assist in the management of IT hardware, software and carry out appropriate systems administration
- To provide high level technical support in a number of the following: Microsoft windows file server operating systems, Microsoft Windows PC operating systems, Microsoft 365, Microsoft Azure, Application Deployment, Hardware deployment methods, UNIX, IT communications, voice communications, database systems, Desktop Software
- To demonstrate systems to user departments and carry out user training when necessary
- To provide comprehensive user support for all aspects of IT systems and research solutions as required
- To produce suitable systems documentation and manage and maintain asset registers
- To liaise with user departments, outside suppliers and other bodies as required
- To install and maintain all types of IT equipment including specialised hardware and software to council services and partners
- To manage IT projects and assist in the management of large IT projects
- To develop an understanding of user's IT needs
- To provide support to the Service Desk as required
- Any other duties associated with the post.

Section E Accountability

The post holder is responsible for providing high level technical support in a variety of

systems. The post holder will also be responsible for ensuring the efficient operation of departmental and/or corporate IT systems and for managing IT projects including project planning and resource allocation.

Section F Knowledge, Skills, Experience

The post holder requires to have:

- A degree or equivalent experience in an IT related discipline
- A minimum of 3 years relevant experience of IT support
- Microsoft windows file server operating systems, Microsoft Windows PC operating systems, Microsoft 365, Microsoft Azure, Application Deployment, Hardware deployment methods, UNIX, IT communications, voice communications, database systems, Desktop Software.
- Excellent communication and presentation skills
- Knowledge of current advances in IT systems.

Section G Demands

The post holder is required to have a good knowledge of the systems supported along with good problem solving skills. It is essential that the post holder is adaptable to new situations and has the ability to keep up to date with technological change.

Section H Communications and Contacts

Internal: With all IT users throughout the Council

With Service Unit Managers

With Heads of Service

External: With suppliers of hardware, software and other IT services

With other Local Authorities and public bodies.

The post holder will be required to communicate with all levels of staff on a wide range of technical issues. These include giving and receiving problem solving technical information from non-technical staff.

Section I Environment

As the breakdown of systems may affect a significant number of users the post holder may be required to work unplanned overtime at short notice. In addition planned maintenance and upgrades are often required to be performed out of hours, thus requiring evening and weekend working.

Section J Approval

Approved by:

Approval Date: