

## **FALKIRK COUNCIL JOB DESCRIPTION**

### **Section A                      Job Definition**

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

### **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 PC networks and systems, carrying out appropriate systems administration
- To provide technical support in a number of the following: Microsoft Windows File Server Operating Systems, Microsoft Windows PC operating systems, Microsoft Office 365, Microsoft Azure, UNIX, IT communications, voice communications, database systems, Desktop Software
- To assist day to day management of IT communications systems
- To demonstrate systems to user departments and carry out user training when necessary
- To provide comprehensive user support for IT systems
- To produce suitable systems documentation
- To liaise with services, outside suppliers and other bodies as required
- To install and maintain standard IT equipment
- To develop an understanding of user's IT needs
- To provide support to the help desk as required

## **Section E                      Accountability**

The post holder is responsible for providing 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.

## **Section F                      Knowledge, Skills, Experience**

The post holder requires to have:

- A degree of equivalent experience in an IT related discipline
- Technical skills in a number of the following: Microsoft Windows File Server Operating Systems, Microsoft Windows PC operating systems, Microsoft 365, Microsoft Azure, 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 with the ability to keep up to date with technological changes.

## **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 night and weekend work.