Job Description
GRADUATE ICT ENGINEER/DESIGNER

Service:	Digital Services	Team:	Various	
Location:	Preston			
Salary range:	£29,777 - £33,945	Grade:		7
Reports to:	Senior ICT Engineer/Designer *or* Principal ICT Engineer/Designer *or* Business Partner	Staff responsible for:		0

Job Purpose

To provide professional technical ICT Engineer/Designer expertise. The role holder will, with the support of the Grade 9 ICT Engineer/Designer:

- specify, design and deliver ICT solutions for our customers and/or
- provide operational ICT support and maintenance of ICT infrastructure and/or applications and services and/or
- assure ICT infrastructure and/or applications and services in terms of compliance, supportability and usability and/or
- manage the council's data in line with business processes and in line with security best practice

Scope of work

Role holders will use practical and procedural knowledge and analytical and judgmental skills to interpret information or situations and solve varied problems some of which may be difficult and require significant advance planning. Role holders may be expected to make decisions as to when and how duties are carried out and respond independently.

Accountabilities/Responsibilities

The role holder will with the support of the Grade 9 ICT Engineer/Designer:

- Undertake design and analysis tasks
- Technical authorship and ownership of solution designs to meet client requirements aligned with the strategic direction of Digital Services
- Implement ICT technical solutions
- Seek advice and guidance from 'subject matter experts' in the industry on technical and operational issues as necessary.
- Technical support recovery activities following failure, including disaster recovery
- Monitoring performance and propose and implement performance enhancing changes.
- Helping to ensure that availability targets are met.
- Produce and maintain appropriate technical and operational documentation
- Ensure work is delivered on time and to an appropriate standard

- Ensure industry standards and LCC Digital standards & principles are adhered to during the course of your work
- Maintain professional standards including high standards of behaviour, performance, quality, credibility and integrity at all times.
- Seek guidance from subject matter experts, in order to learn and develop skills
- Maintain an up-to-date knowledge of ICT technical area(s).
- Maintain an awareness of solution discipline/client sector trends and policies relating to ICT.
- Assist senior colleagues to carry out their tasks

In addition to the skills knowledge and experience described above, you may be required to undertake a lower graded role as appropriate.

Due to the changing nature of the business, this job description serves as a framework to outline the main areas of responsibility. It is not intended to be either prescriptive or exhaustive and will inevitably change. You may be required to undertake other activities of a similar nature that fall within the remit of your area of work, as directed by service management, and this may entail working from other locations.

Other

- **Equal Opportunities**
  We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

- **Health and safety**
  All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

- **Customer Focused**
  We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

Our Values

We expect all our employees to demonstrate and promote our values:

- **Supportive**
  We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.

- **Innovative**
  We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.

- **Respectful**

We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.

- **Collaborative**
  We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

Person Specification
GRADUATE ICT ENGINEER/DESIGNER

Requirements	Essential (E) or Desirable (D)	To be identified by: application (A), interview (I), test (T)
Qualifications:		
• Honours Degree 2:1 or above (or equivalent) in an ICT related subject.	E	AF, I
• Working towards industry standard qualifications relevant to the role	D	AF, I
Experience:		
• Relevant experience or the ability to demonstrate the competence to undertake the role.	D	AF, I
• Experience of systems design, analysis, programming, or technical support at a junior level	E	AF, I
• Experience of data analysis	E	AF, I
• Experience of Customer Services.	D	AF, I
• Experience of working independently with relevant specialised systems, equipment and IT software.	D	AF, I
Knowledge and skills:		
• Working knowledge of the practices, processes and procedures relevant to the role.	E	AF, I
• Digital skills in one or more of the responsibilities listed above.	E	AF, I
• Analytical skills and problem-solving capability.	E	AF, I
• Critical thinking	E	T
• Ability to influence others based on technical or professional expertise.	E	AF, I
• Ability to work in a team and to build and maintain effective working relationships.	E	AF, I
• Have an understanding of the products and services relevant to the service.	E	AF, I
• Ability to work with customers to develop an understanding of their requirements.	E	AF, I
• Ability to capture requirements and produce documentation using appropriate templates.	E	AF, I
• Interpret Technical information and have the ability to relay this to non-technical customers.	E	AF, I

Requirements	Essential (E) or Desirable (D)	To be identified by: application (A), interview (I), test (T)
• Assist with testing requirements.	E	AF, I
• Good oral and written communication skills.	E	AF, I
• Respond to changing priorities.	E	AF, I
• Share information with colleagues and teams to ensure service objectives are met.	E	AF, I
• Understand LCC vision and values.	E	AF, I
• Commitment to customer services.	E	AF, I
• Standby as and when required.	E	AF, I
• Attend multiple sites as required.	E	AF, I
Other (including special requirements): Commitment to equality and diversity Commitment to health and safety Display the LCC values and behaviours at all times and actively promote them in others	 E E E	 AF, I AF, I AF, I