

## JOB DESCRIPTION

|  |                            |                        |  |
|--|----------------------------|------------------------|--|
| <b>Job Title</b>   | Parking Technical Support  |                        |  |
| <b>Directorate</b>   | Infrastructure & Transport |                        |  |
| <b>Reporting to</b>  |                            |                        |  |
| <b>Grade</b>   | 15                         |                        |  |
| <b>Evaluation ref:</b>   | TR0089                     | <b>Job Family ref:</b> |  |
| <b>Role purpose</b>  |                            |                        |  |
| <p>The Parking Technical Support role at Somerset Council is essential for ensuring the smooth operation and maintenance of parking systems and infrastructure. This position involves providing technical assistance and support to the Parking Asset Manager/Engineer, as well as troubleshooting and resolving technical issues related to parking equipment and systems. The post holder will be responsible for ensuring that all parking assets are functioning correctly and efficiently. They will also assist in the implementation of new parking technologies and systems, providing training and support to colleagues and stakeholders. The role requires strong technical skills, attention to detail, and the ability to work collaboratively with a range of stakeholders. The Parking Technical Support will play a key role in maintaining the quality and reliability of parking services, contributing to the overall improvement of transport infrastructure within the community.</p>  |                            |                        |  |
| <b>Responsibilities</b>  |                            |                        |  |
| <ul style="list-style-type: none"> <li>• Provide technical support and assistance for parking systems and equipment.</li> <li>• Responding to public enquires relating to the operation and use of car parks.</li> <li>• Troubleshoot and resolve technical issues related to parking equipment.</li> <li>• Assist in the implementation of new parking technologies and systems.</li> <li>• Provide training and support to colleagues and stakeholders on parking systems.</li> <li>• Ensure compliance with relevant health and safety regulations and standards.</li> <li>• Maintain accurate records of maintenance activities and technical issues.</li> <li>• Collaborate with the Parking Asset Manager/Engineer to prioritise and schedule maintenance tasks.</li> <li>• Monitor and evaluate the performance of parking systems and equipment.</li> <li>• Source and manage replacement parts and materials as needed.</li> <li>• Prepare reports and documentation on technical support activities.</li> <li>• Stay up-to-date with advancements in parking technology and best practices.</li> </ul> |                            |                        |  |
| <b>Impact</b>  |                            |                        |  |
| <p>The provision of safe, attractive car parks with clear information and working equipment is vital to ensuring the Somerset Council area is place the public wish to visit.</p>  |                            |                        |  |

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Car parks play an important role in the economic viability of the area and contribute to making Somerset a desirable place to live and work.

Responsiveness to resolving problems and enquires is important in making Somerset go to destination for all.

### Knowledge / Experience / Skills

|  | Essential | Desirable |  |
|--|-----------|-----------|--|
| <b>Knowledge</b>   |           |           |  |
| Understanding of parking systems and equipment.                                  |           | X         |  |
| Knowledge of relevant health and safety regulations and standards                |           | X         |  |
| Understanding of troubleshooting and technical support techniques                | X         |           |  |
| Knowledge of basic electrical and mechanical systems.                            |           | X         |  |
| Familiarity with GIS and mapping tools.  |           | X         |  |
| <b>Experience</b>  |           |           |  |
| Significant experience in a technical support or maintenance role.               |           | X         |  |
| Experience of inspecting and maintaining infrastructure assets                   |           | X         |  |
| Proven track record of troubleshooting and resolving technical issues.           |           | X         |  |
| Experience of implementing new technologies and systems.                         |           | X         |  |
| Experience of providing training and support to colleagues.                      |           | X         |  |
| Experience of managing maintenance records and documentation.                    |           | X         |  |
| <b>Qualifications / Registrations / Certifications</b>                           |           |           |  |
| NVQ Level 3 in Maintenance Operations or a related field or relevant experience. |           | X         |  |
| Certification in health and safety (e.g., IOSH, NEBOSH).                         |           | X         |  |
| Additional training or certification in electrical or mechanical systems.        |           | X         |  |
| Evidence of continuous professional development.                                 |           | X         |  |
| Qualification in GIS or mapping.   |           | X         |  |

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|---|---|---|--|
| Additional relevant qualifications or certifications.   |   | X |  |
| <b>Skills</b>   |   |   |  |
| Excellent technical and problem-solving skills.   | X |   |  |
| Strong attention to detail and accuracy.  | X |   |  |
| Effective communication and interpersonal skills  | X |   |  |
| Ability to manage and prioritise multiple tasks.  | X |   |  |
| Proficiency in using maintenance management software.   |   | X |  |
| Ability to work collaboratively with a range of stakeholders.   |   | X |  |
| <b>Working Conditions</b>   |   |   |  |
|   |   |   |  |
| <b>Working Arrangements</b>   |   |   |  |
| Somerset Council's dynamic Working Strategy will be applied to this position  |   |   |  |
| <b>Corporate Responsibilities</b>   |   |   |  |
| <p>Ensure compliance with all relevant legislation, organisational policy, and professional codes of conduct to uphold standards of best practise.</p> <p>Deliver the aims of the council's equality, diversity and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do, ensuring team members are also aware of their responsibilities and maintaining their understanding that Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.</p> |   |   |  |

Date: 2 September 2024