

## JOB DESCRIPTION

<b>Job Title</b>	ICT Senior Engineer		
<b>Directorate</b>	Digital Services		
<b>Reporting to</b>	Team Leader Various		
<b>Grade</b>	10		
<b>Evaluation ref:</b>	RP084	<b>Job ref:</b>	<b>Family</b>
<b>Role purpose</b>			
<p>The ICT Senior Engineer at Somerset Council will be responsible for managing and coordinating the IT operations team to ensure the efficient resolution of technical incidents and the maintenance of IT infrastructure. This role involves overseeing end-user computing, application operations, and infrastructure operations to provide robust IT services. The ICT Senior Engineer will diagnose and prioritise incidents, investigate their causes, and implement resolutions. They will also manage code deployment, coordinate change-based activities, and provide specialist technical support to projects. The role requires a proactive approach to problem management, continual service improvement, and the mentoring of junior team members. The ICT Senior Engineer will collaborate with various stakeholders to ensure that IT services meet business needs and performance targets, maintaining high standards of service delivery and operational excellence.</p>			
<b>Accountabilities</b>			
<ul style="list-style-type: none"> <li>• Manage, coordinate, and prioritise tasks to resolve technical incidents as quickly as possible.</li> <li>• Work closely with infrastructure, capacity managers, and availability managers to fix technical problems.</li> <li>• Identify and escalate repeat issues to the lead end-user computing engineer, incident or problem manager, and software developers.</li> <li>• Diagnose and prioritise incidents, investigate their causes, and find resolutions.</li> <li>• Manage code deployment and coordinate change-based activities.</li> <li>• Provide specialist technical support and assistance to projects.</li> <li>• Ensure delivery of non-functional requirements and continual service improvement.</li> <li>• Prepare and support IT operations solutions and services, both physical and virtual.</li> <li>• Coach and mentor junior team members.</li> <li>• Assist in the provision of first-class services and consistent levels of capability.</li> </ul>			

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- Maintain secure configuration and accurate information, controlling IT assets.
- Manage service components to ensure they meet business needs and performance targets.
- Analyse and assess the impact of change requests and implement changes.
- Identify process optimisation opportunities and contribute to the implementation of proposed solutions.
- Produce relevant reports in a standard format and agreed timeframe.

### Knowledge / Experience / Skills

	Essential	Desirable
<b>Knowledge</b>		
Understanding of ITIL (Information Technology Infrastructure Library) framework and its lifecycle elements.	x	
Knowledge of asset and configuration management principles	x	
Familiarity with availability and capacity management.	x	
Awareness of change management processes and procedures.	x	
Understanding of coding and scripting basics.		x
Awareness of Agile practices, terminology, and associated tools – Devops, Matrix Management, sprints, and backlogs		x
<b>Experience</b>		
Proven experience in troubleshooting and resolving technical issues.	x	
Experience in coaching and mentoring team members.	x	
Experience in monitoring and managing IT applications and infrastructure.	x	
Experience in creating and maintaining IT documentation.	x	
Experience in incident and problem management.	x	
Experience in continual service improvement initiatives.		x
<b>Qualifications / Registrations / Certifications</b>		
Degree in Information Technology or demonstrate equivalent qualifications through relevant professional experience.		x

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Relevant professional certification.	x	
Certification in scripting tools and software		x
Certification in service management (ITIL)		x
Certification in IT infrastructure management		x
Advanced training in change management.		x
<b>Skills</b>		
Strong problem-solving and analytical skills.	x	
Excellent communication and interpersonal skills.	x	
Ability to manage multiple tasks and priorities effectively.	x	
Proficiency in creating and maintaining technical documentation.	x	
Ability to lead and manage system and acceptance tests.	x	
Awareness of industry trends and best practices.	x	
<b>Working Conditions</b>		
<p>This role involves working within a dynamic and supportive local authority environment. Candidates should be prepared for the following conditions:</p> <ul style="list-style-type: none"> <li>• <b>Work Hours:</b> Standard working hours are 37, with occasional requirements for evening or weekend work to meet project deadlines or attend community events.</li> <li>• <b>Location:</b> The primary work location is County Hall, with opportunities for remote work as per organisational policies.</li> <li>• <b>Travel:</b> Some travel within the local area may be required for meetings, site visits, and community engagement activities.</li> <li>• <b>Work Environment:</b> The role involves working both independently and as part of a team, with access to modern office facilities and resources.</li> <li>• <b>Health and Safety:</b> Adherence to all health and safety regulations is mandatory, ensuring a safe working environment for all employees.</li> </ul>		
<b>Dimensions of the role</b>		
<b>Working Arrangements</b>		
Somerset Council's dynamic Working Strategy will be applied to this position.		

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### Corporate Accountabilities

- Understand, uphold, and promote 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. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.

## JOB DESCRIPTION

### Senior Engineer D365

Knowledge/Experience/Skills		
	Essential	Desirable
<b>Technical Knowledge and Understanding</b>		
Understanding of Dynamics 365 – Finance and Operations as well as the surrounding infrastructure	X	
Understanding of Power Platform and the potential uses within the Dynamics 365 environment		X
Awareness of change management processes		X
Knowledge of continuous software lifecycle and the Microsoft Evergreen approach	X	
<b>Experience</b>		
Experience within a Finance and Procurement environment		X
Investigating and resolve issues	X	
Liaising with stakeholders at various levels of the organisation as well external partners		X
Maintaining documentation for IT operations and processes		X
<b>Qualifications/Registrations/Certifications</b>		
<b>Dynamics 365 Fundamentals (ERP)</b> Demonstrate fundamental knowledge about the finance and operations capabilities of Microsoft Dynamics 365.		X
<b>Power Platform Fundamentals</b> Demonstrate the business value and product capabilities of Microsoft Power Platform, such as Power Apps, data connections with Dataverse, and Power Automate.		X
<b>Dynamics 365 Finance Functional Consultant Associate</b> Analyse and translate financial business requirements into processes and solutions that implement industry recommended practices.		X
ITIL®4 Foundation		X
<b>Dimensions of the role</b>		
<p>Contribute to the implementation of process optimisation solutions</p> <p>Assist in maintaining the Dynamics 365 environments via Lifecycle Services or Power platform admin centre</p> <p>Monitor and maintain Dynamics 365 batch processes</p> <p>Maintain Dynamics 365 housekeeping routines, including assisting in the creation of automated processes</p>		

## JOB DESCRIPTION

### Senior Engineer Apps B

Knowledge / Experience / Skills		
	Essential	Desirable
<b>Knowledge</b>		
Understands relevant business processes (predominantly ex district serves) and underlying IT	x	
<b>Experience</b>		
Experience in troubleshooting and resolving technical issues relating to business applications	x	
Experience in troubleshooting and resolving technical issues relating to business applications including some or all of the following services – Revs and Bens, planning, EH, democratic services		x
Experience in creating reports		x
Experience in relevant business support/operational tasks.	x	x
<b>Qualifications / Registrations / Certifications</b>		
ITIL® 4 Foundation		x
CompTIA Core		x

Date:21/10/2024