JOB DESCRIPTION

Job Title	Senior Engineer		
Directorate	Digital Services		
Reporting to			
Grade	10		
Evaluation ref:	RP084	**Job Family ref:**	

Role purpose

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.

Accountabilities

- Manage, coordinate, and prioritise tasks to resolve technical incidents as quickly as possible.
- Work closely with infrastructure, capacity managers, and availability managers to fix technical problems.
- Identify and escalate repeat issues to the lead end-user computing engineer, incident or problem manager, and software developers.
- Diagnose and prioritise incidents, investigate their causes, and find resolutions.
- Manage code deployment and coordinate change-based activities.
- Provide specialist technical support and assistance to projects.
- Ensure delivery of non-functional requirements and continual service improvement.
- Prepare and support IT operations solutions and services, both physical and virtual.
- Coach and mentor junior team members.
- Assist in the provision of first-class services and consistent levels of capability.

Somerset Council

JOB DESCRIPTION

- 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
Knowledge		
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
Experience		
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
Qualifications / Registrations / Certifications		
Degree in Information Technology or demonstrate equivalent qualifications through relevant professional experience.		x

Somerset Council

JOB DESCRIPTION

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
Skills		
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	

Working Conditions

This role involves working within a dynamic and supportive local authority environment. Candidates should be prepared for the following conditions:

- **Work Hours:** Standard working hours are 37, with occasional requirements for evening or weekend work to meet project deadlines or attend community events.
- **Location:** The primary work location is County Hall, with opportunities for remote work as per organisational policies.
- **Travel:** Some travel within the local area may be required for meetings, site visits, and community engagement activities.
- **Work Environment:** The role involves working both independently and as part of a team, with access to modern office facilities and resources.
- **Health and Safety:** Adherence to all health and safety regulations is mandatory, ensuring a safe working environment for all employees.

Dimensions of the role

Working Arrangements

Somerset Council's dynamic Working Strategy will be applied to this position.

JOB DESCRIPTION

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.

Somerset Council

JOB DESCRIPTION

Date:21/10/2024