



**JOB DESCRIPTION (JD)  
AND EMPLOYEE  
SPECIFICATION (ES)**

Standard Template

<b>JOB TITLE:</b>	ICT Traded Service - Assistant Technician		
<b>GRADE:</b>	G3	<b>SERVICE AREA:</b>	Resources & Transformation
<b>JOB CODE:</b>	CG06ASSIG3		
<b>REPORTS TO:</b>	ICT Traded Service - Senior Infrastructure Specialist	<b>LOCATION:</b>	EDC, Pelsall Lane, Rushall, WS4 1NG and/or Schools throughout the borough
<b>SPECIAL CONDITIONS:</b>	<ul style="list-style-type: none"> <li>• The post holder will be required to travel to schools within the borough of Walsall therefore a full UK driving licence is essential</li> <li>• The post term time only</li> <li>• Subject to Enhanced DBS with Barred Checklist</li> <li>• This post is covered by the Government's Code of Practice on the English Language Fluency Duty for public sector workers. The post holder will be required to communicate verbally with customers and provide advice and/or information in accurate spoken English.</li> </ul>		

**1. Main purpose of the job role:**

- To assist in the provision of an efficient and effective ICT support service in educational establishments
- To be an effective member of the Schools Service Desk team and to provide ICT support within the Schools IT Traded Service, ensuring that the service performance is within established parameters.
- To gain a broad understanding of the ICT principles employed within the schools IT traded service

**2. Role specific duties and accountabilities:**

- To assist in the provision of ICT technical support for the Schools IT Traded Service following set procedures and standards
- Assist second-line support in the installation, upgrading and repair of ICT user equipment.
- To log calls for customer service requests delivering a customer focused service and demonstrating incident ownership within the team.
- To communicate verbally with customers and provide advice and/or information in accurate spoken English.
- To monitor the status of service requests and liaise with team members to ensure service desk issues are resolved.
- Highlight recurring issues to the Team Leader Service Desk

- Handle customer complaints, recording issues and ensuring problems are resolved.
- Maintain user, inventory and support information.
- Demonstrate commitment and awareness of your responsibilities to both yourself and to Walsall Council.
- Be able to work as both part of a team and individually, and be able to use your own initiative.
- Other duties appropriate to the grade of the post as directed by senior management and/or as required.

### **3. Corporate duties and accountabilities:**

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- Through personal commitment and clear action, the postholder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.



JOB TITLE	GRADE	
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form=A interview=I both=A/I test = T	<b>WEIGHT CODE</b> shows relative importance Low=1 Medium=2 High=3
<b>Behaviours:</b> refer to corporate behaviours document		
<b>Professionalism</b> - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	A	
<b>Leadership</b> - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	Not Applicable	
<b>Accountability</b> - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	A	
<b>Transparency</b> - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	A	
<b>Ethical</b> - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	A	
<b>Abilities/Skills:</b> (refer to JE guidance document)		
Ability to communicate effectively with different audiences both orally and in writing, demonstrating current ICT desktop skills	A/I	3
Willingness and ability to manage own time and take responsibility for work	A/I	2
Ability to organise, plan and prioritise own workload	I	3
<b>Knowledge/Experience:</b> specify type, level and qualitative (not quantitative required); if any.		
An understanding of current ICT technologies used within a workplace and classroom environment	A/I	2
Proactive, hardworking, self-motivated and enthusiastic approach to work	A/I	3
Willingness to learn new skills	A/I	2
Excellent attendance and punctuality both on-site and at offsite establishments	A/I	3
Practical understanding of application of health and safety at work	I	1
In terms of health & well-being, you will need to demonstrate a commitment and awareness of responsibilities to both yourself and to Walsall Council	A/I	3
You will need to have a positive attitude and be confident in working as part of a team and individually, and be able to use your own initiative.	A/I	3
Experience of using computers, projectors, ipads, tablets, Microsoft Office	A/I	3

Evidence of continuous professional development (where applicable)	A	
<b>Qualification:</b> Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.		
3 x GCSE passes or equivalent (including ICT), 2 A Levels	A	
Full UK Driving Licence	A	
<b>Other Essential Requirements</b>		
An awareness of, and commitment to, equality of opportunity	I	1
Awareness of, and commitment to, confidentiality and handling data	I	2
The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post.	I	3
<b>Prepared by:</b>	Richard Brookes	<b>Date:</b> 13/07/21