Job Title	**Modern Workplace Engineer**
Grade	**Havering G7 - £42,840**
Job evaluation Reference	**LBH 3432**
Location	**Havering / Newham. The post holder must be flexible and work across council sites**

Accountable to	Senior Modern Workplace Engineer
Line management responsibility for	None
Job Purpose:	1. Provide prompt and effective technical support for all aspects of personal computing, and support users to get full value from the modern workplace digital tools and equipment available to them. 2. Ensure delivery of a high-quality customer focused user experience, including fit for purpose systems, and high standards of access, availability, usability, usefulness, and excellent standards of service. 3. Deliver, implement, and support others to ensure that the Council's values and practises always meet our objectives for security, financial prudence and transparency, inclusion, and sustainability. 4. Actively contribute to the work of a multidisciplinary team, so that all its members benefit from your core skills; promote the generous sharing of expertise and create opportunities for continuous learning and development. 5. Actively contribute to Council-wide and directorate initiatives that will achieve and implement the Council's priorities and corporate objectives and meet the user needs of Havering and Newham residents and businesses. 6. On a rota basis and working with senior colleagues, ensure the effective delivery of support to users, including out of hours support where applicable, for which additional payment will be offered.
Specific Responsibilities	The postholder may be assigned to either the Productivity and Collaboration team or the Devices and Connectivity team so will need to develop skills in all areas of support including laptop/desktop devices, office and application software and user network connectivity issues, also in providing detailed expert advice and guidance to all users in the effective use of the modern workplace digital tools and equipment available to them. 1. Provide detailed personal advice and guidance to enable users to maximise the functionality of the range of modern workplace digital solutions available to them to be more productive and collaborative, demonstrating ingenuity in applying knowledge to non-standard situations. 2. Carry out the installation, upgrade and decommissioning of desktop devices and software, liaising with all concerned to ensure that installation priorities are met and disruption to the organisation is minimised.

	3. Ensure that incident requests are handled according to agreed procedures and, for unresolved incidents, provide an effective interface between users and service providers supplying all necessary diagnostic information. 4. Register and categorise incidents, making initial diagnosis of any problems and advising of known solutions where applicable, or promptly allocating to other service areas as appropriate to enable speedy resolution. 5. Provide an effective interface between users and service providers, including external commercial suppliers where applicable, including documenting incidents, progress checking, and ensuring all diagnostic information is provided for error resolution and incident analysis. 6. Use sound judgement to set priority for resolution, monitor progress and apply escalation procedures for unresolved incidents, ensuring that documentation of supported components is available and accessible to all who need to use it. 7. Resolve more complex incidents and user problems taking ownership and being accountable for satisfactory resolution. 8. Ensure the security of information and information systems by encouraging and enforcing adherence to IT policies that ensure availability, integrity, authentication, confidentiality, and integrity. 9. Apply and maintain specific procedures and security controls as required by organisational policy and local risk assessments to maintain confidentiality, integrity and availability of business information systems and infrastructure components.
General	1. OneSource is committed to and champions equality and diversity in all aspects of employment and service provision. All employees are expected to understand and promote this approach in their work. 2. Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately. 3. Deal with any Safeguarding issues that might arise, in line with the Council's policies and procedures. 4. Comply with Health and Safety Regulations associated with your employment. 5. Be aware of the council's responsibilities under the Data Protection Act 1984 for the security, accuracy and relevance of all personal data held on such systems and ensure that all processes comply with this. 6. To treat all information acquired through your employment, both formally and informally, in strict confidence.

Newham - Person Specification
(Not applicable to Havering posts)

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

	Criteria	Method of assessment
Able to demonstrate and evidence a highly developed Competence in:	**Customer service support** (level 3) • Acts as the routine contact point, receiving and handling requests for support. • Responds to a broad range of service requests for support by providing information to fulfil requests or enable resolution. • Provides first line investigation and diagnosis and promptly allocates unresolved issues as appropriate. • Assists with the development of standards, and applies these to track, monitor, report, resolve or escalate issues. Contributes to creation of support documentation. **Incident management** (level 3) • Provides first line investigation and gathers information to enable incident resolution and allocate incidents. • Advises relevant persons of actions taken. **Systems installation and removal (l**evel 3) • Installs or removes hardware and/or software, using supplied installation instructions and tools, including handover to the client. • Uses standard procedures and diagnostic tools to test installations, correct problems, and document results. • Records details of all components that have been installed and removed. Assists users and follows agreed procedures for further help or escalation. • Contributes to the development of installation procedures and standards. **Network support** (level 3) • Establish and diagnose network problems/faults using the required troubleshooting methodology and tools. • Uses network management software and tools to collect agreed performance and traffic statistics. • In support of incidents carries out agreed network maintenance tasks and specified operational configuration of network components.	Application and Interview
Able to demonstrate and evidence knowledge and experience in	• Understands the relationships between their own specialism and organisational requirements. • Demonstrates an awareness of risk and taking an analytical approach to work. • Investigating, and resolving complex issues	Application and Interview

	• Has gained a thorough knowledge of the domain of the organisation.	

Behaviours and personal qualities	• Facilitates collaboration between stakeholders who share common objectives.
	• Shares knowledge and experience in their own specialism to help others.
	• Communicates fluently, orally and in writing, and can present complex information to both technical and non-technical audiences when engaging with colleagues, users, suppliers and partners.
	• Ability to demonstrate, understanding and apply our HEART values.
	These are embedded in all roles and that applicants must evidence their values as part of the application process:
	   • Honesty
	   • Equality
	   • Ambition
	   • Respect
	   • Together
		Application and Interview

Havering Person Specification
(Not applicable to Newham posts)

Qualifications
Degree or equivalent work-related attainment or experience.

Experience
• Understands the relationships between their own specialism and organisational requirements. • Demonstrates an awareness of risk and taking an analytical approach to work. • Investigating, and resolving complex issues • Has gained a thorough knowledge of the domain of the organisation.

Skills and Attributes
Include anything else required of the job, including soft skills. Take care to ensure that any requirements or language meet good EDI practice
Skills (from Skills Framework for the Information Age) **Customer service support** (level 3) • Acts as the routine contact point, receiving and handling requests for support. • Responds to a broad range of service requests for support by providing information to fulfil requests or enable resolution. • Provides first line investigation and diagnosis and promptly allocates unresolved issues as appropriate. • Assists with the development of standards, and applies these to track, monitor, report, resolve or escalate issues. Contributes to creation of support documentation. **Incident management** (level 3) • Provides first line investigation and gathers information to enable incident resolution and allocate incidents. • Advises relevant persons of actions taken. **Systems installation and removal (l**evel 3) • Installs or removes hardware and/or software, using supplied installation instructions and tools, including handover to the client. • Uses standard procedures and diagnostic tools to test installations, correct problems, and document results. • Records details of all components that have been installed and removed. Assists users and follows agreed procedures for further help or escalation. • Contributes to the development of installation procedures and standards. **Network support** (level 3) ● Establish and diagnose network problems/faults using the required troubleshooting methodology and tools. ● Uses network management software and tools to collect agreed performance and traffic statistics. ● In support of incidents carries out agreed network maintenance tasks and specified operational configuration of network components. **Attributes** • Facilitates collaboration between stakeholders who share common objectives. • Shares knowledge and experience in their own specialism to help others. • Communicates fluently, orally and in writing, and can present complex information to both technical and non-technical audiences when engaging with colleagues, users, suppliers and partners.