

SOUTH DERBYSHIRE DISTRICT COUNCIL

JOB DESCRIPTION

DIRECTORATE: **Resources and Transformation**

SERVICE: **ICT Services**

POST TITLE: **Junior ICT Technician**

GRADE: **4**

REPORTS TO: **ICT Delivery and Performance Manager**

JOB SUMMARY

As a Junior ICT Technician, you form part of the initial point of contact for end-users seeking technical assistance within our organisation. You will play a crucial role in providing prompt and efficient support to resolve various IT issues, ensuring smooth operations and user satisfaction. The post holder will assist the council's ICT team, playing a crucial role in supporting and maintaining the organisations IT infrastructure and systems.

The position demands a skilled and detail-orientated individual adept at implementing, configuring, and troubleshooting various IT systems and technologies alongside the accounts and licensing management of its systems. The role will support the seamless operation, security, and efficiency of the IT environment. This role involves proactively ensuring that the authorities' systems and accounts are up-to-date, as well as playing a pivotal role in ensuring smooth day-to-day operations for all end-users and teams. The role will form part of the First Line team and will be required to cover phone lines and walk-in appointments when needed.

MAIN DUTIES AND RESPONSIBILITIES:

A. Technical and Professional

- **Software Installation and Configuration:** Deploy, update, and configure software applications across various platforms and devices, ensuring compatibility and adherence to licensing agreements.

- Technical Support: Provide timely and efficient technical support to end-users, resolving hardware and software issues through phone, email, or in-person assistance.
- To ensure that all incidents, service and change requests reported by users are logged and processed in accordance with the service policies, service level agreements, and role objectives.
- Ticket Management: Create, manage, and track support tickets to ensure all reported issues are addressed within agreed-upon service level agreements (SLAs) and role objectives
- Issue Resolution: Diagnose and troubleshoot hardware, software, network, and system problems to identify root causes and implement timely solutions or escalate to appropriate teams when necessary.
- Software Licencing: Ensure the organisation is utilising its licencing across all applications correctly and ensuring it is getting the most ROI out of its licencing agreements.
- User Management: Administer user accounts using the councils Active Directory and Azure tenancy instance, access permissions, and security settings to ensure data confidentiality and controlled access to sensitive information.
- System Maintenance: Keeping various IT systems such as telephony, file shares, system permissions up to date to ensure records are accurate and correct.
- Account Maintenance: Create and remove user accounts from various IT systems in line with the organisations starter, mover, leaver process.
- IT Documentation: Maintain accurate documentation of IT assets, configurations, procedures, and troubleshooting guides to create a comprehensive knowledge base for the IT team and end-users.
- IT Procurement: Collaborate with relevant stakeholders to identify IT needs, assist in selecting appropriate hardware and software solutions, and manage procurement processes within budgetary constraints.
- IT Policies and Compliance: Assist in developing and enforcing IT policies and procedures to ensure compliance with industry standards, regulations, and best practices.
- Technology Upgrades and Integration: Research, recommend, and implement new technologies and tools that enhance the organization's IT capabilities and integration with existing systems.

- Performance Monitoring: Monitor system performance, analyse trends, and proactively identify potential issues to prevent disruptions and ensure optimal performance.

B. General

- To adhere to the Council's Health & Safety Policy.
- To support, promote and comply with the Council's Equal Opportunities and Fairness Scheme when undertaking the duties of the post.
- To comply with the Council's Employee Code of Conduct.
- To respect the sensitivity and confidentiality of any information that they may have access to regarding clients/customers in adherence with Data Protection.
- To adhere to the Council's financial regulations
- To identify cost savings and bring them to the attention of their manager
- To contribute towards reviews of policy and procedure for their service area
- To ensure that all advice and information given to current and prospective customers is compliant with statute, policy and best practice.
- To undertake any such additional duties which are reasonably commensurate with the post

C. Requirements

- Experience: Previous experience in IT system administration, with a strong understanding of current IT best practices would be advantageous but not necessary as training will be given.
- Technical Skills: Proficiency in using core IT applications such as excel, word, windows with an understanding of IT administration.
- Problem-Solving Abilities: Strong analytical and troubleshooting skills to resolve complex technical issues efficiently.
- Customer Service Orientation: A passion for helping people and a dedication to delivering exceptional customer service.
- Communication Skills: Excellent verbal and written communication to interact with team members, end-users, and vendors effectively.

- Adaptability: Ability to adapt to changing technology trends and quickly learn new technologies and tools.
- Team Player: A collaborative approach to work and the ability to work effectively within a diverse IT team.
- Attention to Detail: A meticulous approach to maintaining accurate documentation and following established procedures.
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- Flexible approach to shift working, the role covers shifts variations of 08:30 to 16:30, 09:00 to 17:00 and committee meeting cover 11:30 to 19:30 (scheduled in advance)

Date Issued: February 2026

Issued by: ICT Delivery and Performance Manager