

Job Description

Job title	ICT Engineer
Reports to	ICT Service Delivery Manager
Location	Cardiff
Payband	2

Job description
Job Purpose
<ul style="list-style-type: none"> • Assist the ICT Service Manager in the delivery of an effective, efficient customer focussed ICT support service for the organisation. • Advise and assist staff on Audit Wales policies and procedures for a wide range of ICT services. • Develop and maintain in depth technical knowledge to deliver a highly effective ICT service to Audit Wales staff.
Main Duties
<ul style="list-style-type: none"> • Provide support and carry out technical work on elements of ICT infrastructure throughout Wales, for example, server and network systems, whether in response to a fault or proactively, or as part of a project. • Deliver training sessions for groups of staff. • Provide support with office relocations. • Ensure that all necessary stock e.g. mice, monitors, is kept at an appropriate level.
Key Results Areas
<ul style="list-style-type: none"> • Provide ICT business tools to the staff of Audit Wales, including laptops, smartphones, and video conferencing facilities, with a rolling replacement programme. • Respond to staff requests for assistance and advice via Teams call, phone, email or in person, by providing support and resolving problems promptly and effectively reflecting Audit Wales values & behaviours. • Arrange to visit staff at their desks where a longer consultation is needed, or where work on user-facing equipment such as laptop or desktop PCs, smartphones, printers etc. is required. • Provide technical solutions for staff via remote access rather than visiting in person, where this gives staff a benefit. • To act as a role model for the values and behaviours of the Audit Wales.

General
Our Values and behaviours
<p>Our values and behaviours define the way we work and how we work together to achieve our goals. All our people are fully committed to demonstrating our values and behaviours, so we can work effectively with each other and make good decisions. They help us be the best we can be and ensures that we've got the right skills and experiences in the right place. Our values and behaviours are designed by staff to help increase the diversity of our workforce and developing a coaching</p>

General

culture to ensure thriving conditions for organisational success. We ask that the successful applicant contributes fully to nurture a positive culture and to help us grow by living our values and behaviours.

Confidentiality and Information Security

The post holder must always be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users. The post holder must treat all information, whether corporate or client in a discreet and confidential manner in accordance with the provisions of the Data Protection Act 2018, UK GDPR and organisational policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and/or prosecution under current statutory legislation (Data Protection Act) and the Audit Wales Disciplinary Policy.

Equality

The Public Sector Equality Duty in Wales places a positive duty on public bodies to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. Audit Wales is committed to ensuring that no job applicant or employee receives less favourable treatment of any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.

Health and Safety

All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.

Security Checks

All employees are subject to baseline security checks as part of their pre-employment check. These checks include proof of identity and qualifications. In addition all staff in qualifying roles are subject to security vetting arrangements to CTC (counter terrorist check) security level.

Dignity at Work

The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect without bias. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under Audit Wales Dignity at work policy.

Welsh Language

We value the importance of the Welsh language in our work and aim to provide a bilingual service to everyone who wants to use it. We would therefore like to especially encourage applications from individuals that have Welsh language skills to help us meet this aim.

All job descriptions will detail whether the ability to speak Welsh is an essential or desirable requirement. If successful and you do not currently have Welsh language skills, we can support you in learning Welsh if you wish.

Person Specification

Requirement	Essential or Desirable
1. Qualifications	
1.1 At least 5 GCSEs	Essential
1.2 A levels or equivalent relevant experience.	Desirable
1.3 Professional ICT qualification e.g. on Microsoft environment – to include Windows/Office and Server operating systems.	Desirable
2. Skills and abilities	
2.1 Able to develop knowledge of corporate systems such as SharePoint, PowerApps on own initiative and adopt the role of “champion” on specific systems over time.	Essential
2.2 Good depth of practical and technical knowledge of Microsoft desktop and server operating systems, server products and applications.	Essential
2.3 Able to communicate information clearly both verbally and in writing.	Essential
2.4 Basic understanding of network systems including cabling for data, wireless networking, voice over Internet Protocol (IP), mobile data and virtual private networks (VPN).	Essential
2.5 Good depth of knowledge of server and user-facing hardware.	Essential
2.6 Able to develop and maintain positive and professional working relationships with both Audit Wales staff and external contacts.	Essential
2.7 Able to communicate technical advice and information clearly when advising staff and external contacts about WAO ICT service systems, policies and procedures.	Essential
2.8 Able to convey technical solutions using everyday language.	Essential
2.9 Able to focus effectively on customer needs.	Essential
2.10 Able to adapt quickly to new technologies as they are deployed within the business.	Essential
3. Experience	
3.1 Experience of working in a bilingual environment	Desirable
3.2 From time to time, use significant acquired technical expertise to develop creative new approaches to problem solving when required. Devise new “standard” or “template” approaches if these problems are likely to recur elsewhere.	Essential
3.3 Effectively manage staff technical difficulties by supporting the service user through identifying a description of the problem, together with information about e.g. pressing business deadlines they might be facing and determine the most efficient way to address the problem.	Essential
4. Personal attributes	
4.1 Personable and approachable manner.	Essential
4.2 Support the ICT Service delivery manager and ICT Manager by taking direction on the work programme, discussing strategies for achieving solutions, planning future work.	Essential

4.3 Work productively with team members and colleagues across the WAO to develop and maintain user friendly ICT services that in turn help Audit Wales deliver services to its clients and stakeholders.	Essential
4.4 Sufficient pace of work to ensure tasks are completed to agreed budget, timetable and quality standards.	Essential
4.5 Juggle effectively competing demands on one's time.	Essential
4.6 Monitor, plan and control the use of resources to ensure they are used in an economic, efficient and effective way.	Essential
4.7 Works with a degree of autonomy and minimal supervision but recognises when to seek supervision and guidance from colleagues.	Essential
4.8 Required to analyse evidence, identify issues and problems, propose and agree solutions with individuals.	Essential
4.9 Thinks creatively to overcome and resolve problems with service delivery.	Essential
4.10 Attention to detail - to ensure issues are dealt with effectively.	Essential
5 General	
5.1 Self-aware and a role model for Audit Wales values and behaviours	Essential
5.2 Ability to work flexibly and if necessary outside of normal office hours.	Desirable
5.3 An awareness and a commitment to equality and diversity.	Essential
5.4 An awareness and commitment to the arrangements for health and safety	Essential

Welsh Language Skills		
Skill area	Essential	Desirable
Speaking & Listening	Greet others over the phone or in person with a simple Welsh greeting and sensitively forward a call to a Welsh speaker when appropriate	Listen to Welsh medium meetings, discussions and phone calls on simple matters, but contribute in English for more technical and complex matters.
Reading	Use translation software to get the grasp of simple correspondence with understanding of its limited capability	Read Welsh medium news articles, short reports and social media to develop knowledge in a field
Writing	Update documents and correspondence with Welsh dates and other generic terms	Write simple correspondence and social media content in Welsh with the assistance of Welsh spelling and grammar check.