

Hinckley & Bosworth Borough Council



POSITIVE



AMBITIOUS



COLLABORATIVE



CUSTOMER FOCUSED

JOB DESCRIPTION

Job title:	ICT End User Services Engineer
Team:	ICT Shared Service
Service area:	Resources, Audit and Monitoring Officer
Responsible to:	ICT Services Lead
Position reference:	R321
Contract type:	Permanent
Grade:	6
Hours of work:	37 hours per week, Monday to Friday
Out of hours working/Standby:	Out of hours working is very occasional/not regularly
Location:	Melton Borough Council
Hybrid working:	Yes - occasionally by agreement
Politically restricted:	No
Criminal record check:	Basic
Driving licence type:	Full UK Driving licence
Vehicle use:	Grey fleet (own car)

Location

The role is based at Melton Borough Council with regular travel between sites of the extended Leicestershire ICT Partnership (LICTP).

Job purpose

To be responsible and accountable for providing reliable and robust ICT services as well as end-user-focused technical support to Leicestershire ICT Partnership (LICTP) council employees and other end users employed by collaborative partners when required.

To support end users through ICT service desk incidents and service requests, as well as end-user-facing infrastructure works.

To be co-opted to technology projects commensurate with the grade.

To be responsible for the delivery of successful technical projects/work packages, working to, or exceeding, published service level agreements (SLAs).

The post will report directly to the ICT Service Lead.

Communication skills, diplomacy and excellent technical capability as essential attributes for the post.

Key duties and responsibilities

1. To provide technical support to end users answering support queries and managing incidents and service requests through the service desk software.
2. Maintain a high degree of customer service for all support queries, taking ownership of incidents, service requests, problems or other user requirements.
3. Proactively monitor and deal with all service calls on the Service Desk Management System in line with SLAs.
4. Support end users in the use of ICT equipment, systems, technologies and applications.
5. Support the implementation of existing and new infrastructure, technology acquisitions, software solutions and upgrades focused on the end user facing services.
6. Responsibility for completion of work schedules, working as a project support and as directed by the ICT Service Lead or Strategic Head of ICT Shared Services.
7. Contribute to and maintain the ICT Service Knowledge Base, updating and publicising self-help guides as appropriate.
8. Ensure ICT assets are accurately accounted for and maintained.

9. To provide on-site and remote support on an in-hours rota with a team of colleagues.
10. To own and be responsible for completion of tasks assigned, troubleshooting issues, and delivering to established standards and quality expectations (seeing through to resolution and right first time).
11. Able to follow and implement technical procedures to ensure infrastructure is supported, current and remains fit for purpose.
12. Able to maintain and uphold security standards in line with published best practice / guidance and ICT policies.
13. Maintain effective communication with other technical staff, client team, third-party support staff and users.
14. Create and amend necessary documentation including but not limited to asset registers, FAQs and user guides to ensure project controls and appropriate technical knowledge is maintained across the service area.
15. Manage and coordinate supplier activity in support of incident / service request / project and service improvement activities.
16. Work closely with the LICTP systems administrators / stakeholders to support incident / service request and project activity.
17. Work closely with the ICT Services Lead to deliver a consistent and reliable end user experience for all partners.
18. Undertaking such duties as are appropriate to your grade and hours of work as may reasonably be required of you by the ICT Services Lead, Strategic Head of ICT Shared Services.
19. Participate in an on-call rota for overtime and out-of-hours works as may reasonably be required of you by the ICT Services Lead, Strategic Head of ICT Shared Services.

Technical skills

20. Have a broad technical understanding and able to confidently support work activities to manage and maintain LICTP resources and services, including but not limited to:
 - Desktop/Mobile Environments – Windows 10 & 11; Citrix XenApp/XenDesktop; Apple iOS; Android OS; MDM (Intune)
 - Microsoft Services – Exchange, SQL, SCCM/Microsoft Endpoint Configuration Manager (MECM), WSUS
 - Windows administration tools – Active Directory Administrative Centre
 - Virtualisation technologies – VMware, Nutanix
 - Remote access systems such as TeamViewer

- Cloud services – Microsoft 365, inc. Teams, hosted SaaS
21. To comply with the requirements of the Council's data quality management policy, the officers' code of conduct, safeguarding policies and procedures, financial and contract rules and procedures, and with corporate personnel policies and practices, particularly absence management, health and safety and equalities.
22. To undertake such duties as are appropriate to your grade and hours of work as may reasonably be required.

Print name:

Signed employee:

Date:

Job description details (for HR use)	
Reviewed by	John Palmer
Job evaluated	Yes
Job evaluation code	FII464
Job evaluation score	485
Latest version date	March 2026



PERSON SPECIFICATION

Candidates

When completing your application form, please address your answers directly to each of the selection criteria below in your supporting statement. This enables the recruiting manager to access your ability to meet each essential and desirable criteria.

Essential Criteria	Desirable Criteria
Qualifications	
<ol style="list-style-type: none"> 1. A Level or further education qualifications in a related subject area or equivalent post-qualification experience 2. Hold a full UK driving license and have use of a vehicle for work purposes 	<ol style="list-style-type: none"> 3. ITIL qualification or ICT Technical specialist training and professional certificates
Relevant experience and professional knowledge	
<ol style="list-style-type: none"> 4. Providing service desk support, remotely and in person using ITIL compliant Service Desk methodologies 5. 1st and 2nd level team support role for a medium-sized multi-site organisation 6. Technical ICT incident / service request / problem activities 7. Responsible support for technical activity for ICT project / incident and service request activities 8. Proven regular experience of working with a variety of different business units 	<ol style="list-style-type: none"> 13. Local government ICT experience 14. Awareness of current trends within the wider local government ICT environment 15. Working closely with third-party specialist providers 16. Local government business applications 17. Project management methodologies

<ul style="list-style-type: none"> 9. Experience of working within a busy ICT service 10. Excellent ICT technical knowledge of technologies outlined in the Job Description 11. Knowledge and experience of ITIL service desk management principles 12. Use of a service desk management tool 	
Skills and abilities	
<ul style="list-style-type: none"> 18. Fault finding and resolution for a wide range of hardware and software focused on Microsoft technologies 19. Technical experience of support and understanding of (at least one in depth with exposure to others): Desktop/Mobile Environments – Windows 11; Citrix XenApp/XenDesktop; Android OS; MDM (Intune) 20. Windows administration tools 21. Microsoft Windows Servers 22. Microsoft Services – Active Directory; Exchange; SQL; Intune 23. Ability to travel between sites in the LICTP 	<ul style="list-style-type: none"> 24. Network Infrastructure (LAN, WAN, WLAN, MPLS, VPN, WiFi) 25. Telephony/Unified communications 26. Endpoint Security 27. Storage infrastructure, HPe/Nimble 28. Virtualisation technologies (VMWare, Nutanix) 29. Cloud services Microsoft 365 including Teams and SharePoint
Other	
<p data-bbox="251 1507 779 1539">Communication and influencing skills</p> <ul style="list-style-type: none"> 30. Able to establish and maintain effective business relationships 31. Able to guide and influence the support activities of the ICT service, ICT contractors and third-party suppliers 32. Able to produce and present technical documentation for the 	

<p>purpose of supporting the delivery of the ICT service</p> <p>Management/project management</p> <p>33. Can confidently support technical service improvements and change following project methodologies and ITIL service management processes</p> <p>34. Able to contribute to project work, prioritise actions and manage delivery expectations</p> <p>35. Able to operate well under pressure and to work to short-term timescales</p> <p>Achievements</p> <p>36. Can demonstrate a successful experience supporting complex technical environments</p>	
<p>Diversity and Inclusion</p>	
<p>Demonstrate an understanding and commitment in relation to equal opportunity and the ability to implement these policies in the workplace.</p>	
<p>Health and Safety</p>	
<p>Demonstrate an understanding of the requirement to take reasonable care for the health, safety and well-being of yourself and others in the role and those who may be effected by acts or omissions at work.</p>	

Our Values and Behaviours Framework

WHO WE ARE

At Hinckley & Bosworth Borough Council, we're passionate about delivering outstanding services to our community—and our people are at the heart of this mission. Every resident and customer deserves the highest standards of professionalism from our teams, and together, we're dedicated to making life better for everyone in Hinckley & Bosworth by providing top-quality services.

We've crafted a clear set of values and behaviours that define what matters most to us as a Council. These values have been reviewed and refreshed to respond to and build upon the positive feedback received in the Peer review 2024 and to reflect the aspirations and views of employees.

These values drive everything we do, guiding us to make the right choices in the right way. Our behaviours are designed to bring these values to life, ensuring they're woven into our daily actions.

Hinckley & Bosworth Borough Council are one team, united in our commitment to quality and integrity and driven to deliver excellence for our community, making the most of our resources and living our values every day.

Our values are who we are.



We are energetic and passionate, proud of and dedicated to our area.



We strive for excellence. We learn, innovate, challenge, seek out opportunities and embrace new ideas.



We trust, respect and are honest. We listen to each other, to our communities and to our partners and work with them supportively to get things done.



We put the needs of our customers first. We care about being the best we can be and take responsibility for our actions.

Flexible Working Arrangements and Reasonable Adjustments

Flexible working arrangements where possible are supported on request. Reasonable adjustments will be considered under the Equality Act 2010 throughout recruitment and employment.

Guaranteed Interview and Disability Confident Scheme



We are a Disability Confident Employer. This means we work to make sure that disabled people and those with long term health conditions have opportunities to fulfil their potential and realise their aspirations.

We are committed to interview any applicant that declares they have a disability and meets the minimum essential criteria for the job as defined by Hinckley and Bosworth Borough Council.

This commitment supports fair access to employment and complies with the Equality Act 2010.

Confidentiality of disability and reasonable adjustment information

Any information provided about disability, health conditions, or reasonable adjustments will be kept confidential and used only for the purpose of making appropriate adjustments. This information will not be shared with shortlisting or interview panels unless necessary to implement agreed adjustments at interview.

Care Leaver Friendly Employer Charter

As a care leaver friendly employer, we offer a guaranteed interview (and constructive feedback) to applicants who identify as care experienced and meet the minimum essential criteria for the job as defined by Hinckley and Bosworth Borough Council.

To administer this scheme, the recruiting manager(s) will be able to see your response to this question.