London Borough of Lambeth

JOB DESCRIPTION

Job Title: Device Management Engineer
Grade: SO1
Department: Residents Services
Division: Residents Experience and Digital
Business Unit: Technology
Responsible to: ICT Support Services Manager
Responsible for: None

Main purpose of post

The Technology Business Unit operates to Design, Deliver, Run and Maintain the technology solutions and services required for the Council to process business and deliverservices to the residents of Lambeth. All functions work collaboratively to deliver effective end to end solutions and services.

This role works within the Run and Maintain function which is accountable for managing theday to day operation of technology solutions and services to maintain security, availability, and continuous improvement to enable effective business operations with high levels of customer satisfaction.

This function is also required to support the Delivery function by providing resources to builddigital and information technology solutions and services that meet the Design requirementsand for providing early life support for new and changing solutions and services accepted into live operation.

This role is responsible for working to maintain and configure all corporate user devices including any hardware build, refresh or hardware and firmware upgrades enabling businessoperations to meet security, statutory and regulatory requirements to ensure services are delivered to Lambeth business services and citizens.

Key Unit Accountabilities

NOTE: When setting accountabilities, no minimum or maximum number has been prescribed. The best practice and recommendation are that only accountabilities are setspecific to the role and without duplication.

1. Undertake tasks required to meet Service and Operational levels and Device Performance targets that enable business operations to continue successfully.

2. Use market knowledge and vendor technology roadmaps to support alignment between applications and User Device capability and configuration ensuring efficient

   technical operation and mitigating any risk of unplanned cost whilst exploiting newand innovative technology development

3. Responsible for the build and implementation of User Devices required to enablesecure access to and operation of applications needed to ensure successful business operations.

4. Responsible for completing approved moves, adds and changes for User Devicesensuring the maintenance of a current technical environment supporting the successful delivery of business operations.

5. Responsible for configuring and distributing end user devices and supporting the adoption and understanding of technology to assist the development of a computerliterate workforce.

6. Responsible where necessary for completion of desk side visits to support theresolution of device incidents.

7. Responsible for agreeing a personal development plan with the line manager, working to achieve it, and for demonstrating a continuous approach to personalprofessional development.

8. The post holder should be prepared to work outside of normal hours, includingattending evening meetings, and occasional weekend working.

9. To work flexibly in undertaking the duties and responsibilities of this job andparticipate as required in multi-disciplinary cross-department and cross- organisational groups and task teams.

10. To take responsibility, relevant to the post, for ensuring that Council statutes and government legislation is upheld. This includes, amongst others, Management Compliance Charter, Environmental Policy, Data Protection Act, Race Equality ActionPlan, Quality Assurance Plan, Health & Safety, Sustainable Construction and Recycling.

11. To take responsibility, appropriate to the post for tackling racism and promoting goodrace, ethnic and community relations.

PERSON SPECIFICATION

Device Management Engineer (SO1)

	Shortlisting Criteria
It is essential that in your written supporting statement you give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A) You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted. If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with a "Tick" (✓) on the person specification when you complete the application form.	
For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.	

			Shortlisting Criteria
Qualification		Educated to GCSE level or equivalent COMP TIA A* or equivalent Microsoft 365 Certified Modern Desktop Administrator Associate Relevant device vendor accreditation	
Key Knowledge	K1	Good interpersonal skills with the ability to assist in influencing, persuading, and negotiating with stakeholders.	A✓
	K2	Good written, verbal communication and presentation skills	
	K3	Good customer service skills.	
Relevant Experience	E1	Able to demonstrate good experience in a Device Support role preferably working within a large Local Authority or with a Service Provider providing device support services to the public sector.	A✓
	E2	A track record of working within effective teams delivering high quality services that have been proved successful in meeting complex business requirements and in enabling standardisation, simplification, sharing and re-use.	A✓
	E3	Able to demonstrate a clear understanding and capability to work within relevant IT related standards.	A✓
Core Behaviour			

		Focuses on People Focuses on People is about considering the people who our work affects, internally and externally. It is about treating people fairly and improving the lives of those we impact. Put people at the heart of our work, after all that is our business. It is about making our processes fit people.	
		Takes Ownership Takes Ownership is about being proactive and owning our personal objectives. It is about seizing opportunities, driving excellence, engaging with the council's objectives, and furthering our professional development.	A√
		Works Collaboratively Works Collaboratively is about helping each other, developing relationships, and understanding other people's roles. It is about working together with colleagues, partners, and customers to earn their respect, and get the best results.	A√
		Communicates Effectively Communicates Effectively is about how we talk, write, and engage with others. It is about using simple, clear, and open language to establish positive relationships with others. It is also about how you listen and make yourself open to conversation.	
		Focuses on Results Focuses on Results is about ambition and achievement. It is about making sure we are working towards the end product and considering the effect of our service. It is about making the right impact, having the right result, and changing things for the better.	