Isle of Man Civil Service Job Description	
Date changed:	20/12/2021
Job Title:	Lifecycle Team Engineer
Grade:	D200 / Pay Band 7
Department:	Cabinet Office
Division:	GTS
Location:	Lord Street
Responsible To:	Lifecycle Team Supervisor
Resources Managed:	None

Job Purpose	**Main Duties and Key Accountabilities**
	The primary purpose of this role is to assist the Lifecycle Team Supervisor with the maintenance of the government wide PC and mobile device estate.
	Duties carried out under the direction of the Lifecycle Team Supervisor will include, but are not limited too:
	- Routine maintenance and installation tasks. For example upgrading, cleaning & rebuilding PC hardware following set procedures. Running tests and completing reports. Escalating issues appropriately. - Attending customer sites to swap out faulty equipment with suitable replacements. - Provide the best possible customer experience to our service users. - Ensuring data is cleansed from equipment and systems before re-allocation and/or disposal - Receiving deliveries of equipment, recording and undertaking appropriate checks under the guidance of the Lifecycle Team Supervisor. - Assessing equipment prior to disposal or resale and preparing for collection - Using agreed procedures, record and maintain accurate records of hardware assets stored within the GTS Lord Street warehouse - Assisting the Lifecycle Team Supervisor with the general upkeep and maintenance of working areas as requested and in line with Health and Safety protocols - Planning own work and liaising with customers for the delivery and installation of equipment and on-site testing. - Carry out routine monitoring and checks, some off-site in Government data centres, recording results and escalating issues appropriately - Ad-Hoc tasks as instructed by the Lifecycle Team Supervisor
	The post holder will be expected to have, or be prepared to gain, an understanding of the following:
	- Desktop software including Microsoft Operating Systems used by Isle of Man Government, including data protection software implemented by GTS - The GTS service delivery processes: the systems, products, services, hardware and software environment. - GTS policies, standards, procedures, guidelines, software tools and operating system facilities used in everyday work. - GTS procedures for the installation, configuration and tuning of applications and systems. - Microsoft Active Directory - Microsoft System Centre Configuration Manager, Microsoft Deployment Toolkit, Microsoft InTune - DHCP Administration - Basic understanding of local and wide area networks and the Government IT infrastructure

	• Understanding of the security threats and vulnerabilities that impact and/or emanate from system hardware, software and other infrastructure components and appropriate response and escalation procedures. • Tools and techniques adopted by GTS, and the role they play, to combat information security breaches and mitigate risk.

Main Activities	**Configuration management** Assists with audits to check the accuracy of information and undertakes any necessary corrective action under direction. This may involve checking physical hardware against information in the CMDB and/or using tools to identify physical configuration items and record findings. Applies tools, techniques and processes to administer, track, log, report on and correct hardware, accessories and components and changes. Documents baselines and releases of CIs for formal test and delivery, ensuring that necessary data is available for use by those producing and/or using the baselined CIs. Assists in the labelling of physical configuration items. **Incident management** Following agreed procedures, identifies, registers and categorises incidents. Gathers information to enable incident resolution and promptly allocates incidents as appropriate. Maintains records, in accordance with procedures, and advises relevant persons of actions taken. Documents and closes resolved incidents according to agreed procedures. Any other duties as deemed necessary by the Lifecycle Team Supervisor.

Management of Staff and Resources	The role holder does not have management of Staff or Resources.
Other Information	This post requires a Security Check clearance in accordance with GTS Vetting Policy. Training will be given for manual handling as there is a requirement for moving, loading and unloading equipment in this post. A full driving licence is needed as there is a requirement for island wide travel using van provided. All members of the Division are accountable for the responsible handling of Government Information as defined by Government and Divisional policies, procedures and guidelines. Any officer who knows of or suspects a breach of information systems security must report the facts immediately to the Information Security Officer. This document is intended to be a guide to the general scope of duties and not a rigid, inflexible specification. The employee shares with the employer the responsibility for suggesting alterations to the scope of duties to improve the work situation. This role description will be reviewed as necessary to reflect the future requirements of the GTS and the Cabinet Office.
Performance Management & Improvement	All Civil Servants have a personal responsibility for performance management, and their own personal development. The role holder will also be expected to contribute fully to performance reviews.
Reporting Framework	The role holder reports to the Lifecycle Team Supervisor, Government Technology Services, Cabinet Office.

Management Authority under relevant procedures	The delegation of Management Authority for Officers within GTS has been granted by the Executive Director of GTS and: • is to be exercised in respect of the staff within their individual span of control • is applied with the express agreement of the Executive Director of GTS Disciplinary Procedure • Oral Warning ***D400 and above*** • Written Warning ***D400 and above*** • Final Written Warning ***D600 and above*** • Suspension ***D600 and above*** Capability Procedure • Oral Warning ***D400 and above*** • Written Warning ***D400 and above*** • Final Written Warning ***D600 and above*** • Suspension ***D600 and above*** Grievance Procedure • Stage 1 ***D400 and above*** • Stage 2 ***D500 and above*** • Stage 3 ***D600 and above***
Integrity	All staff of the Cabinet Office are expected to recognise that the every day business of the Cabinet Office requires the highest level of personal integrity. Each Officer has a personal responsibility to maintain the confidentiality of all Government and client information and ensure the protection of the international reputation of the Isle of Man.
Health & Safety	It is the duty of every employee to take reasonable care for the Health & Safety of himself and others including the use of necessary devices and protective clothing and co-operate with management in meeting its responsibilities under the Health & Safety at Work Regulations. Any failure to take such care or any contravention of safety policy or managerial instructions in this area may result in disciplinary action being taken.

Core behavioural skills	Collaboration & communication	Able to work alone and with colleagues, understands the need to collaborate with team. Interacts with customers, suppliers and partners and is aware of the need to represent customer needs. Has sufficient oral and written communication skills for effective engagement with colleagues and internal users/customers.
	Creativity & problem solving	May apply creative thinking or suggest ways to approach a task. May contribute to routine issue resolution.
	Decision making	Uses limited discretion in resolving issues or enquiries. Determines when to seek guidance in unexpected situations.
	Learning & professional development	Demonstrates application of essential generic knowledge typically found in industry bodies of knowledge. Absorbs new information when it is presented systematically and applies it effectively. Identifies and negotiates own development opportunities.
	Planning & execution	Plans own work within short time horizons. Demonstrates an organised and rational approach to work. Performs a range of work activities in varied environments. Understands and uses appropriate methods, tools, applications and processes. Is fully aware of and complies with essentail organisational security and ethical practices expected of the individual. Has sufficient digital skills for their role. Interacts with and may influence immediate colleagues.

Level of responsibility	Autonomy Level 2	Works under routine direction. Uses limited discretion in resolving issues or enquiries. Determines when to seek guidance in unexpected situations. Plans own work within short time horizons.
	Influence Level 2	Interacts with and may influence immediate colleagues. May have some external contact with customers, suppliers and partners. May have more influence in own domain.
	Complexity Level 2	Performs a range of work activities in varied environments. May contribute to routine issue resolution. May apply creative thinking or suggest new ways to approach a task.
	Business Skills Level 2	Understands and uses appropriate methods, tools and applications. Demonstrates a rational and organised approach to work. Identifies and negotiates own development opportunities. Has sufficient communication skills for effective dialogue with customers, suppliers and partners. Is able to work in a team. Is able to plan, schedule and monitor own work within short time horizons. Absorbs new information when it is presented systematically and applies it effectively.
	Knowledge Level 2	Has gained a basic domain knowledge. Demonstrates application of essential generic knowledge typically found in industry bodies of knowledge. Absorbs new information when it is presented systematically and applies it effectively.

Attributes	Essential or Desirable	Method of Assessment
Credibility		
Familiar with the installation & configuration of Windows operating systems.	E	CV/Interview
Has knowledge of • Windows Operating Systems • Microsoft SCCM • Microsoft Deployment Toolkit • MS InTune • Active Directory • DHCP Administration • Microsoft Application Virtualisation Client	D	CV/Interview
Has experience installing PC hardware, monitors & associated peripherals.	D	CV/Interview
Has experience with routine PC maintenance including cleaning & internal component upgrades.	D	CV/Interview
Experience of IT hardware asset management, specifically stock organisation & record keeping.	D	CV/Interview
Is aware of the General Data Protection Regulation and/ or has an understanding of information security.	D	Interview
Has experience of working to a set of standards or procedure and assessing quality of own work.	E	Interview
Can evidence of working collaboratively. Understands own limitations and will retain interest in customer issues when seeking resolution.	E	Interview
Can give examples of managing own workload and using good judgement to escalate issues or requests that fall outside remit.	E	Interview
Can demonstrate adapting approach when needed to take the opinions of others into account.	E	Interview
Able to express ideas effectively, carefully and respectfully communicating to colleagues and customers, particularly when the answer is no.	E	Interview
Considers the impact of their actions on others and confidently manage challenging conversations with customers or colleagues to positive outcomes.	E	Interview
Capability		

Demonstrable ability to analyse problems and escalate issues appropriately.	E	Interview
Good communicator who can present information simply and without jargon to others.	E	Interview
Is organised and systematic when starting new tasks.	E	Interview
A careful planner who can show they are comfortable prioritising work.	E	Interview
Has an active interest in technology, keeping up to date with new developments.	E	CV/Interview
Can recognise when they don't have the skill or knowledge to deal with a task and find support to assist with this development need.	E	Interview
Understands that we all have a responsibility to maintain the good reputation of Isle Of Man Government.	E	Interview
Makes timely and sensible decisions, taking action within their level of authority, to meet customer needs.	E	Interview
Will consistently think about ways to make things better for the customer.	E	Interview
Is versatile and adaptable, able to manage changing demands.	E	Interview
Character		
Is curious and wants to learn, able to identify opportunities for improvement.	E	Interview
Likes to be involved and seeks to improve environment and processes.	E	Interview
Takes responsibility for quality of own work, learns from co-workers to achieve objectives.	E	Interview
Will deliver on promises made, and produce work that is accurate and relevant.	E	Interview
Understands the importance of their role in representing GTS to customers and suppliers.	E	Interview
Able to use personal experience and knowledge to assess the best course of action and act with confidence in their own ability.	E	Interview
Work in an organised way, creating confidence in their ability to manage effectively and complete key tasks.	E	Interview
Other Requirements		

IoM worker.	D	Application
Full, valid driving licence.	E	CV/Pre-employment checks
Security Clearance.	E	Pre-employment checks