



Swyddog Cymorth Technegol

Cyfeirnod y swydd: BIBT00064W3MTE

Lleoliad: Neuadd y Sir, Rhuthun

Cyflog: Gradd 7, £29,439 - £32,020

Oriau: 37 awr yr wythnos

Parhaol

Swydd Fewnol ac Allanol

Hoffech chi fod yn rhan o ddarparu a chefnogi Datrysiadau TGCh sy'n sail i lawer o weithredu dydd i ddydd y Cyngor? Ydych chi'n gallu gweithio yn hyblyg ac yn annibynnol? Os felly, mae Adran TGCh Cyngor Sir Ddinbych yn chwilio am Swyddog Cymorth Technegol cadarnhaol a brwdfrydig llawn amser i ymuno â thîm deinamig. Gan weithio ar draws Sir Ddinbych, byddwch yn gyfrifol am ddarparu cefnogaeth gweithredol ar draws amrywiaeth o ddatrysiadau systemau TGCh.

Bydd yr ymgeisydd llwyddiannus yn ymuno â thîm isadeiledd profiadol sy'n cefnogi darparu, cyfod, gosod a chynnal a chadw a rheoli meddalwedd, cymwysiadau ac isadeiledd corfforaethol.

Fel cyflogwr, mae gan Gyngor Sir Ddinbych foeseq cydbwysedd bywyd a gwaith ardderchog ar waith ac mae'n gwobrwyo holl weithwyr gydag ystod o fuddion fel gostyngiadau gan fanwerthwyr, darpariaeth gwyliau hael, gweithio hyblyg a llawer mwy.

Os hoffech chi drafod unrhyw agwedd ar y swydd, ffoniwch Markeus Woodworth ar 01824 706099 yn y lle cyntaf.

Os oes gennych ddi-ddordeb yn y swydd wag hon, gwnewch gais ar-lein trwy ein gwefan www.sirddinbych.gov.uk.

Rhaid i ymgeiswyr gwblhau ein ffurflen gais i gael eu ystyried. Mae'n ddrwg gennym nad ydym yn gallu ateb pob cais. Os nad ydych wedi derbyn ateb o fewn tair wythnos i'r dyddiad cau, dylech gymryd yn ganiataol nad ydych wedi cyrraedd y rhestr fer am gyfweiliad.

Dyddiad Cau: 27 Mawrth 2023
Dyddiad Cyfweiliad: W/D 3 Ebrill 2023

Mae Cyngor Sir Ddinbych yn ymroddedig i Gyfle Cyfartal a'i Safonau Iaith Gymraeg. Rydym yn croesawu ceisiadau yn y Gymraeg. Sylwch na fydd unrhyw ffurflenni cais a dderbynnir yn y Gymraeg yn cael eu trin yn llai ffafriol na ffurflenni cais a gyflwynwyd yn Saesneg.

Technical Support Officer

Job reference: BIBT00064W3MTE

Location: County Hall, Ruthin

Salary: Grade 7, £29,439 - £32,020

Hours: 37 per week

Permanent

External and internal vacancy

Would you like to be involved in delivering and supporting ICT Solutions that underpin much of the Council's Day to day operations? Are you able to work flexibly and autonomously? If so, Denbighshire County Council's ICT Department is looking for a full time positive and enthusiastic Technical Support Officer to join a dynamic team. Working across Denbighshire you will be responsible for delivering and providing operational support across a range of ICT System Solutions.

The successful candidate will join an established, experienced infrastructure team who support the deployment, configuration, installation and maintenance and management of corporate software, applications, and infrastructure.

As an employer Denbighshire County Council has excellent work-life balance ethics in place and rewards all employees with a range of benefits such as discounts at retailers, generous holiday provision, flexible working, and much more.

If you would like to discuss any aspect of the post, please contact Markeus Woodworth in 01824 7062869 in the first instance.

If you are interested in this vacancy, please apply on-line via the website www.denbighshire.gov.uk.

Candidates must complete our application form to be considered. We regret that we are unable to reply to all applications. If you have not received a reply within three weeks of the closing date, you must assume that you have not been short listed for interview.

Closing Date: 27th March 2023
Interview Date: W/C 3rd April 2023

Denbighshire County Council is committed to Equal Opportunities and its Welsh Language Standards. We welcome applications in the Welsh Language and application forms received in the Welsh Language will not be treated less favourably than an application form submitted in English.

CYNGOR SIR DDINBYCH SWYDD-DDISGRIFIAD

Teitl y Swydd:	Swyddog Cymorth Technegol
Graddfa:	7
Gwasanaeth:	Gwella Busnes a Moderneiddio
Maes Gwasanaeth:	Trawsnewid Busnes a TGCh
Yn atebol i:	Rheolwr Seilwaith
Cyfeirnod y Swydd / Dyddiad cyhoeddi:	

Pwrpas y Swydd

Darparu cefnogaeth dechnegol ail lefel, cynnal a chadw ac arbenigedd yn seilwaith craidd y Cyngor.

Bydd deiliad y swydd yn ennill gwybodaeth fanwl o gefnogi seilwaith yr ysgol a chraidd y Cyngor a chynorthwyo i drefnu cyflunio, gosod a chynnal a rheoli seilwaith, meddalwedd a rhaglenni TGCh.

Byddant yn datblygu perthnasoedd cadarn gyda chwsmeriaid a chydweithwyr o fewn Cyngor Sir Ddinbych ac yn gweithio gyda nhw i ddatrys materion gweithredol.

Prif Gyfrifoldebau

- Cynorthwyo i gyflunio, gosod a chynnal a chadw seilwaith a gefnogir gan TGCh CSDd a gosod fersiynau a datganiadau newydd (uwchraddiadau a phatshys).
- Monitro seilwaith TGCh yn rhagweithiol i sicrhau y gall yr adran ymateb i faterion yn sydyn.
- Cynorthwyo i drefnu, cyflunio, gosod a chynnal a chadw a rheoli meddalwedd a rhaglenni corfforaethol.
- Gweinyddu Gwasanaethau Cyfeiriadur Gweithredol fel defnyddwyr, grwpiau, DNS a DHCP.
- Cynghori a chynorthwyo'r holl gwsmeriaid gyda chwestiynau/problemau technegol o ran cysylltu â'r rhwydwaith (data a rhyngwyd), mynediad i systemau a sicrhau y darperir y gwasanaeth gorau posib.
- Gan ddefnyddio offeryn Rheoli'r Gwasanaeth TGCh, dilyn prosesau a gweithdrefnau cytûn ar gyfer Rheoli Digwyddiadau, Cyflawni Ceisiadau (Newidiadau Safonol), Rheoli Gwybodaeth, Rheoli Asedau a Rheoli Problemau.
- Cynorthwyo i gyflawni amryw o brosiectau a mentrau o fewn y cyngor, sy'n dod o fewn cyfrifoldeb TGCh CSDd.

- Darparu cefnogaeth i uwch staff technegol i'w cefnogi i gyflawni llwyth gwaith sy'n ymwneud â phrosiect o fewn amserlenni y cytunir arnynt mewn modd proffesiynol.
- Darparu cefnogaeth dechnegol 2il a linell i'r Ddesg Gwasanaeth TG.
- Ymgysylltu ag uwch staff technegol a sefydliadau trydydd parti ynglŷn â materion cefnogi sy'n ymwneud â seilwaith CSDd, gan sicrhau bod problemau'n cael eu datrys yn sydyn ac yn effeithiol i amharu cyn lleied â phosibl ar ddefnyddwyr.
- Ymgymryd â dyletswyddau eraill sy'n gymesur â'r swydd.

Adnoddau / Offer / Deunyddiau

Gliniadur
Ffôn clyfar

Goruchwyllo / Rheoli Pobl

Dim

Gwybodaeth, Sgiliau, Hyfforddiant a Phrofiad

Profiad blaenorol mewn Cymorth Gweinyddwr neu Rwydwaith Lefel 1af ac 2il Lefel.

- Ymwybyddiaeth dechnegol
- Sgiliau dadansoddi a diagnosis

Sgiliau Rhyngpersonol

- Sgiliau Gofal Cwsmeriaid
- Sgiliau Siarad ar y Ffôn
- Sgiliau Cyfathrebu
- Gwrando gweithredol

Cymhwyster Proffesiynol (e.e. CCNA, Microsoft MCSE neu thebyg)

Mae angen lefel uchel o hunan-ysgogiad, ymrwymiad personol a brwdfrydedd.

Mae angen gallu gweithio i ddyddiadau cau tyn a dan bwysau.

Rhaid cael o leiaf tair blynedd o brofiad gwaith technegol mewn Rhwydweithio Data neu gefnogi Seilwaith TGCh.

Amodau Gwaith Arbennig

Cludo offer a chodi a symud yn gorfforol.

Archwiliadau Cyflogaeth / Gofynion Penodol

Trwydded yrru ac yswiriant modur ar gyfer defnydd busnes.

Mae'n ofynnol i bob aelod newydd o staff fynd drwy ein gwiriadau recriwtio mwy diogel; clirio DBS, 2 eirida boddhaol yn cwmpasu 3 blynedd o gyflogaeth, tystiolaeth o gymwysterau hanfodol, tystiolaeth o'r Hawl i Weithio yn y DU.

Mae Cyngor Sir Ddinbych yn cydnabod ei rwymedigaethau i ddiogelu plant ac atal caethwasiaeth a masnachu mewn pobl, gan wneud popeth o fewn ei allu i atal caethwasiaeth a masnachu mewn pobl o fewn ei fusnesau. Mae sawl math o gaethwasiaeth modern, gan gynnwys masnachu mewn pobl, llafur gorfodol, caethiwed a chaethwasiaeth.

Mae diogelwch yn bwysig i bawb, ac mae gofyn i holl gyflogeion Sir Ddinbych weithio yn unol â pholisïau a gweithdrefnau Diogelu Oedolion / Plant y Cyngor, mae dyletswydd arnynt i roi gwybod am unrhyw bryderon sy'n codi yn ystod eu dyletswyddau a bod yn ymwybodol o arwyddion camfanteisio. Dylid codi unrhyw bryderon â'r Rheolwr Diogelu Penodedig er mwyn i'r Cyngor allu gweithredu pan gaiff camfanteisio ei adnabod.

Gweledigaeth / Cyd-destun

- Mae'r swydd yn darparu cefnogaeth i gynnal effeithlonrwydd ac effeithiolrwydd yr Awdurdod drwy ddarparu cymorth technegol ym mhob rhan o seilwaith ysgolion a chraidd y Cyngor ac yn trefnu, cyflunio, gosod a chynnal a rheoli seilwaith, meddalwedd a rhaglenni TGCh.
- Mae'r swydd yn cynnwys llawer iawn o gyfathrebu â chwsmeriaid ar bob lefel er mwyn sicrhau y darperir yr holl wasanaethau TGCh yn chwim ac yn broffesiynol.

CYNGOR SIR DDINBYCH MANYLION AM YR UNIGOLYN

Mae'r Manylion yn nodi'r sgiliau, yr wybodaeth a'r profiad a ystyrir yn hanfodol er mwyn ymgymryd â dyletswyddau'r swydd yn effeithiol. Caiff ei defnyddio wrth lunio rhestr fer ac ar gyfer y broses o gyfweld am y swydd hon. Dylech ddangos ar eich ffurflen gais sut rydych yn bodloni'r meini prawf hyn. Byddwch ddim ond yn cael eich cynnwys ar y rhestr fer os ydych yn bodloni pob un o'r meini prawf hanfodol (â'r meini prawf dymunol lle bo'n berthnasol).

Teitl y Swydd:	Swyddog Cymorth Technegol		
Gwasanaeth:	Gwella Busnes a Moderneiddio		
Graddfa:	7		
<u>MEINI PRAWF</u>	<u>HANFODOL</u>	<u>DYMUNOL</u>	<u>DULL ASESU</u> Ffurflen Gais / Cyfweiliad / Cyflwyniad / Geirda ac ati
1. ADDYSG A CHYMWYSTERAU	<p>HND o leiaf mewn pwnc sy'n gysylltiedig â Thechnoleg</p> <p>Gwybodaeth neu fedru dangos dealltwriaeth a phrofiad helaeth o gefnogi technolegau Rhwydwaith a Gweinydd.</p> <p>Tystiolaeth o ddatblygiad proffesiynol parhaus.</p>	<p>Gradd mewn disgyblaeth cysylltiedig â Thechnoleg Gwybodaeth.</p> <p>Cymhwyster a gydnabyddir gan ddiwydiant mewn pwnc technegol cysylltiol e.e. CCNA, Microsoft MCSE neu gyfatebol.</p> <p>Profiad o ddarparu gwasanaethau mewn corff cyhoeddus neu drydydd sector.</p>	Ffurflen Gais
2. PROFIAD PERTHNASOL	<p>Profiad technegol helaeth o isadeiledd TGCh ar lefel berthnasol, sy'n cefnogi ystod eang o raglenni a gwasanaethau</p> <p>Profiad o ddarparu a monitro gwasanaethau technegol TGCh yn unol â blaenoriaethau busnes, polisiâu, blaenoriaethau a chyllidebau.</p> <p>Lefel uchel o wybodaeth dechnegol mewn amgylchedd Technoleg Gwybodaeth a</p>	<p>Arbenigwr mewn un neu ragor o'r meysydd adnabyddadwy a ganlyn:</p> <p>Systemau Gweithredu Gweinydd Windows, Microsoft 'Active Directory', VMware, Hyper-V, Datrysiaidau Copi Wrth Gefn ac Adfer, Offer rhwydwaith Cisco gan gynnwys switsys, llwybryddion ac offer Wi-Fi.</p>	Ffurflen Gais / Cyfweiliad

	<p>Chyfathrebu cymhleth sy'n newid yn gyflym.</p> <p>Gwybodaeth gynhwysfawr o dechnoleg, nwyddau a gwasanaethau gweinydd</p> <p>Profiad o weithredu prosiectau mawr</p> <p>Profiad o gefnogi Gwasanaethau TGCh cymhleth gan sawl gwerthwr.</p> <p>Deall arferion rheoli gwasanaeth ITIL gan gynnwys Rheoli Newid</p>	<p>Profiad o weithio i sefydliad yn y sector cyhoeddus neu'r trydydd sector.</p> <p>Rhaid cael o leiaf tair blynedd o brofiad gwaith technegol mewn Rhwydweithio Data neu gefnogi Seilwaith TGCh.</p>	
<p>3. GWYBODAETH A SGILIAU CYSYLLTIEDIG Â'R SWYDD</p>	<p>Darparu cefnogaeth weithredol i weinydd canolig / mawr ac amgylchedd storio a data.</p>	<p>Profiad blaenorol o weithio gyda Systemau Gweithredu Windows Server, Microsoft Active Directory.</p> <p>Profiad blaenorol o weithio gydag offer rhwydwaith Cisco gan gynnwys switsys, llwybrwyr ac offer Wi-Fi.</p> <p>Microsoft Certified Solutions Expert</p> <p>Cisco Certified Network Associate</p> <p>Dealltwriaeth o wasanaethau PSBA yng Nghymru</p>	<p>Ffurflen Gais / Cyfweliad</p>
<p>4. NODWEDDION PERSONOL</p>	<p>Agwedd hyblyg at waith</p> <p>Yn gallu cymell eich hun</p> <p>Yn gydwybodol ac yn rhoi blaenoriaeth i ansawdd.</p> <p>Gweithio'n dda mewn tîm</p> <p>Gallu rheoli amser yn dda</p>		<p>Cyfweliad</p>

<p>5. GOFYNION ERAILL</p>	<p>Deiliad trwydded yrru lawn ar gyfer ceir a faniau bach.</p> <p>Empathi tuag at y Gymraeg a diwylliant Cymru</p>	<p>Rhugl yn y Gymraeg.</p>	<p>Ffurflen Gais / Cyfweliad</p>
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DENBIGHSHIRE COUNTY COUNCIL JOB DESCRIPTION

Job Title:	Technical Support Officer
Grade:	7
Service:	Business Improvement & Modernisation
Service Area:	Business Transformation & ICT
Responsible to:	Infrastructure Manager
Job ID Number / Date Issued:	

Job Purpose

To provide 2nd level technical support, administration, maintenance and expertise in the Council's core infrastructure.

The post holder will gain in depth knowledge of supporting the Council's core and schools' infrastructure and assist in the deployment, configuration, installation and maintenance and management of ICT infrastructure, software and applications.

They will build strong relationships with customers and colleagues within Denbighshire County Council and work with them to resolve operational issues.

Principal Accountabilities and Responsibilities

- To assist in the configuration, installation and maintenance of infrastructure that is supported by DCC ICT and install new versions and releases (upgrades and patches).
- Proactively monitor the ICT Infrastructure to ensure the department can respond to issues quickly.
- To assist in the deployment, configuration, installation and maintenance and management of corporate software and applications.
- Administration of Active Directory Services such as users, groups, DNS and DHCP.
- Advise and support all customers with their technical queries/problems encountered with network (data & internet) connectivity, systems access and use to ensure optimum service levels are provided.
- Using ICT's IT Service Management tool, follow agreed processes and procedures for Incident Management, Request Fulfilment (Standard Changes), Knowledge Management, Asset Management and Problem Management.
- To assist with the delivery of a variety of projects and initiatives within the council, which DCC ICT has responsibility for.

- Provide support to senior technical staff to support them in delivering project related workloads within agreed time scales in a professional manner.
- Provide 2nd line technical support to the IT Service Desk.
- Liaise with senior technical staff and with 3rd Party Organisations regarding support issues relating to the DCC infrastructure, ensuring a rapid and effective resolution of problems to minimise disruption to users.
- To undertake other duties commensurate with the post

Resources/Equipment/Material

- Laptop
- Smart phone

Supervision/Management of People

- None

Knowledge, Skills, Training and Experience

Previous experience in 1st Level and 2nd Level Server or Network Support:

- Technical awareness
- Analytic and diagnostic skills

Interpersonal Skills -

- Customer Care Skills
- Telephony Skills
- Communication Skills
- Active Listening

Professional Qualification (e.g. CCNA, Microsoft MCSE or similar.)

A High degree of Self-Motivation, personal commitment and enthusiasm is required.

The ability to work to tight deadlines and under pressure will be required.

Must have at least three years technical work experience in Data Networking or supporting ICT Infrastructure.

Special Working Conditions

Transporting equipment and manual handling.

Employment Checks/ Specific Requirements

Driving Licence and Car Insurance for Business Use

All new starters are required to undergo our standard safer recruitment checks; DBS clearance, 2 satisfactory references covering 3 years employment, evidence of essential qualifications, and evidence of Right to Work in the UK.

Denbighshire County Council recognises its obligations to safeguard children and adults together with preventing slavery and human trafficking and will do all in its power to prevent slavery and human trafficking within its business. Modern slavery can take many forms including the trafficking of people, forced labour, servitude and slavery.

Safeguarding is everyone's business and all Denbighshire employees are required to work in accordance with the Council's Child / Adult Safeguarding policies and procedures and have a duty to report any concerns which may be noted during the course of their duties and are asked to be alert to the signs of exploitation. Concerns should be raised via their Designated Safeguarding Manager in order that the Council can take prompt action when exploitation is identified.

Vision/Context

- The position provides support in sustaining the efficiency and effectiveness of the Authority by providing technical assistance in all areas of the Council's core and schools infrastructure and in the deployment, configuration, installation and maintenance and management of ICT infrastructure, software and applications.
- The position involves extensive communication with customers on all levels, to ensure that all ICT services are provided quickly and professionally.

DENBIGHSHIRE COUNTY COUNCIL PERSON SPECIFICATION

The Person Specification sets out the skills, knowledge and experience that are considered to be necessary to carry out the duties of the post effectively. It will be used in the short-listing and interview process for this post. You should demonstrate on your application form how you meet these criteria as you will only be shortlisted if you meet all of the essential criteria (and desirable criteria where applicable).

Post Title:	Technical Support Officer		
Service	Business Improvement & Modernisation		
Grade:	7		
<u>CRITERIA</u>	<u>ESSENTIAL</u>	<u>DESIRABLE</u>	<u>METHOD OF ASSESSMENT</u> Application Form / Interview / Presentation / References etc
1. EDUCATION & QUALIFICATIONS	<p>Minimum of HND level in an Information Technology related subject or extensive demonstrable understanding and significant experience of supporting Network and Server technologies.</p> <p>Evidence of continuing professional development.</p>	<p>Degree in an Information Technology related discipline.</p> <p>An industry recognized qualification in a related technical subject e.g., CCNA, Microsoft MCSE or similar.</p> <p>Experience of delivering services in a public or third sector body.</p>	Application form
2. RELEVANT EXPERIENCE	<p>Extensive experience of ICT infrastructures at a relevant level supporting a wide range of products and services.</p> <p>Experience of delivering and monitoring ICT technical services in line with business priorities, policies, priorities, and budgets.</p> <p>High level of technical knowledge in a complex and rapidly changing Information & Communications Technology environment.</p>	<p>Specialist in one or more of the following identifiable areas:</p> <p>Windows Server Operating Systems, Microsoft Active Directory VMware, Hyper-V, Backup and Recovery solutions, Cisco network equipment including switches, routers and Wi-Fi equipment.</p> <p>Experience of working for a public or third sector body.</p>	Application form / Interview

	<p>Extensive knowledge of server technologies, products and services</p> <p>Experience of engagement in major project implementations.</p> <p>Experience of supporting complex ICT services from multiple vendors.</p> <p>Understanding of ITIL service management practice including Change Management.</p>	<p>A minimum of three years technical work experience in Data Networking or supporting ICT Infrastructure.</p>	
3. JOB RELATED KNOWLEDGE & SKILLS	<p>Providing operational support to a medium/ large server, storage, and data network environment.</p>	<p>Previous experience of working with Windows Server Operating Systems, Microsoft Active Directory.</p> <p>Previous experience of working with Cisco network equipment including switches, routers, and Wi-Fi equipment.</p> <p>Microsoft Certified Solutions Expert.</p> <p>Cisco Certified Network Associate</p> <p>An understanding of PSBA services in Wales</p>	<p>Application form / Interview</p>
4. PERSONAL QUALITIES	<p>Flexible approach to work</p> <p>Self-motivated</p> <p>Conscientious, quality driven.</p> <p>Team Player</p> <p>Excellent time management</p>		<p>Interview</p>



5. OTHER REQUIREMENTS	Holder of a full driving license to cover cars and small vans. Empathy with the Welsh Language and Culture.	Fluent in Welsh language	Application form / Interview
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