Job Profile: ICT Support Officer

Grade: 6 – 7 Career Stream **Date created: August 2018**

About the Job To support the systems used by GCC and its partners to maintain underlying business processes and/or continuity of service to enable the delivery of desired outcomes across service delivery and commissioning teams. This is one of a number of posts that will work flexibly as a team across ICT Service, Identifying and resolving problems with applications to provide the council and its partners with access to a source of effective resource in specialist areas.

This is what we need you to do...

- Receive and prioritise initial support requests in accordance with agreed criteria. Deliver first line fixes to resolve problems with applications and systems.

- Monitor and analyses support calls in order to identify areas of concern. Logs requests for additional support from other help desks and through escalating to managers cases that need urgent action to maintain underlying business processes and/or continuity of service.

- Support the collection, and updating of data within systems from a variety of sources. Where appropriate, data is matched to existing sources, and challenges are made to data suppliers on information that is inconstant.

- Responsible for matching and maintaining data links between and within systems where appropriate.

- Responsible for an area of data quality, process methodology or other specialism. Takes the lead on ensuring that application and system process are fully understood, and offers advice to others on change processes.

- Assists with the customer engagement processes, through meeting with clients, and documenting advice to users to be disseminated by trainers, and or newsletters.

- Undertakes appropriate project and administrative tasks to support Project and Systems Officers, with the programme of work. This includes assisting in the planning, delivery and tracking of project outcomes.

- Develop knowledge expertise in specific areas of responsibility, consolidate advice, evidence and research which support system usage-based decisions. This including analysis of business trends, government legislative change and use of systems by other local authorities.

If working to Grade 7, the following will be included in profile;

- Lead and undertake complex and higher risk project work using project planning methods for a range of projects across GCC and Partnerships.

- To assist with third line support and develop specialised knowledge for specific system. Liaise with systems development staff or software suppliers on the development of system enhancements / minor system developments to overcome known problems or further fulfil user requirements.

- Lead on ICT service design and reconfiguration of systems to adapt to the changing business processes where appropriate.

Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves its right to amend or add to the accountabilities listed above.

The ideal candidate will have...

Experience
- Experience of working in the sectors of education, children's services, adult social care.
- Working closely with the project and systems officers to assist with high risk and complex projects to overcome known problems.
- Experience of delivering first line software support to users of client based databases.
- Building and maintaining productive relationships with system users.
- Drafting written and verbal summaries of problems found and resolved.

If Working to a Grade 7;
- Analysing and producing written and verbal summaries of available evidence.

Knowledge, Skills and Understanding
- Ability to grasp and understand complex issues
- Desktop Software - Proficient in the use of everyday desktop software. Examples: word processing, spreadsheets, graphics.
- Customer Service Techniques - Familiar with techniques for ensuring that full account is taken of customers' real and stated needs in the delivery of products and services.
- Information Capture Techniques - Familiar with the selection and application of information gathering methods
- Good written and verbal communication skills using effective language to convey convincing ideas and arguments and the ability to simplify technical and complex information
- Excellent data interpretation skills.

If Working to a Grade 7:
- Excellent understanding of how software is used to support the business processes.
- Project management programme and systems.

Technical skills
- Operating Infrastructure - Familiar with knowledge of the ICT infrastructure (hardware, databases, operating systems, local area networks etc.) used within own organisation
- Understand how making data changes affect the integrity of the whole database. Familiarity with how applications are designed to minimise the risks of making changes to system data.

If Working to a Grade 7:
- Business Analysis Techniques – Familiar with techniques which help in modelling and understanding a business and its operation.

Behavioural attributes
- Demonstrates Gloucestershire Employee Behaviours.
- Ability to balance competing demands effectively
- Customer focussed and able to communicate appropriately with customers and members of the public.
- Ability to explain technical issues in simple English
- Enthusiastic about learning and sharing new approaches and skills and continuing professional development

If Working to a Grade 7:
- Ability to maintain focus on the task in hand, especially if the tasks are monotonous or require detailed data investigation.
- Analytical Thinking –Acquiring understanding of a problem or situation by breaking it down systematically into its component parts and identifying the relationships between these parts.

Education & Qualifications: Good levels of literacy and numeracy evidenced by GCSEs Grade A – C, NVQ Level 3 or equivalent experience.
Special Conditions: This position is subject to an NPPV Level 2 clearance dependant on the job requirements.

There are also a number of generic requirements that are applicable to all employees within the Council. There can be found at the following link:
http://staffnet.gloscc.gov.uk/index.cfm?articleid=8579