

Job Description

Department: Resources

Division / Section: Financial Services, Business Operations and Development

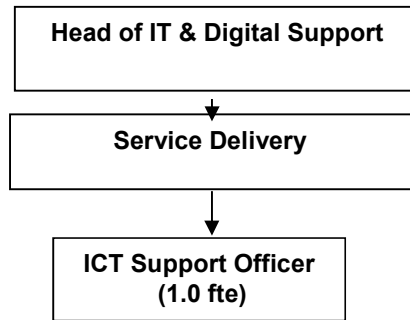
Job Title: ICT Support Officer

Post No: Tbc

Grade: Tbc

Reports to: Service Delivery Manager

Organisation Chart:
 Show immediate manager and any jobs reporting to this post.



CRB Check applicable?

Standard Enhanced None

Is post exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions?

Yes No

Line Management responsibility for:

No. of direct reports: none

No. of indirect reports: none

Size of budget: None

Job Purpose: To provide effective support & monitoring of the council's systems and provide technical expertise and system administration for key business systems.

Main Duties and Responsibilities:

1. Operate the System Support desk, providing technical support to users, resolving queries, troubleshooting and liaising with IT partners as necessary
2. Configure system to meet the business needs of the department, ensuring integrity and security of the system
3. Design and implement systems solutions to support the service area's business procedures including the production of system process maps
4. Ensure the live and test systems are maintained

5. Liaise with the system provider and service on requirements, developments and upgrades
6. Understand the need for technical releases and manage their deployment with the service areas
7. Provide technical leadership for data migration
8. Advise the service on system functionality and capability
9. Ensure appropriate change control procedures are in place for all system reconfiguration
10. Manage the new user application process, seeking approval by agreed process

Generic Responsibilities: To carry out all responsibilities with regard to the Council's Equalities Policy and Procedures and Customer Care Policy.

To comply with all Health & Safety at work requirements as laid down by the employer.

The council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

Flexibility Clause: Other duties and responsibilities express and implied which arise from the nature and character of the post within the department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments.

Variation Clause: This is a description of the job as it is constituted at the date shown. It is the practice of this Authority to periodically examine job descriptions, update them and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the postholder.

In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible the Head of Service reserves the right to make changes to your job description following consultation.

DATE: May 2019 **COMPLETED BY:** Aziz Zuberi