**IT Application Support Requirements:**

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| Attributes | Essential criteria | Desirable criteria |
| Education, Qualifications and Training | * HND in ICT, Computer Science or equivalent, or evidence of relevant experience.
* Evidence of a commitment to continuous learning and development.
 | * Keeping up to date with software trends and developments.
* Ability to travel to Council sites across North Northamptonshire.
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| Experience and Knowledge | * Understanding of data and information management.
* Knowledge of the major computer components, relational databases, computer operating system functionality and concepts.
* Awareness of GDPR protection principles and of their application.
* Experienced use of Office 365, including a grasp of Excel.
* Knowledge and experience of business technology to improve service delivery.
 | * Knowledge and experience of Education case management systems.
* An understanding of the Education Service
* Knowledge and experience of Planning/ Regulatory Services case management systems.
* An understanding of the Education Service, Planning Service or Regulatory Services.
* Experience of system implementation.
* Knowledge of system interactivity, integration (APIs).
* Experience of delivering training and / or of producing user guidance documentation
* Experience of customer service.
* Experience of user acceptance testing.
* Experience of customer and partner web portals and understanding web technologies e.g. HTML, CSS
* An understanding of computer programming language e.g. , SQL.
* An understanding of project management concepts and ITIL.
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| Ability and Skills | * Excellent analytical and problem-solving skills.
* Demonstrate excellent verbal and written communication and interpersonal skills.
* Ability to follow complex instructions.
* Ability to work on own initiative, and take appropriate actions
* Able to work collaboratively, as part of a team.
* Ability to write clearly understood, concise instructions and guidance using Plain English.
* Good organisation skills, able to prioritise conflicting demands, meet deadlines and remain calm under pressure.
* Accuracy and attention to detail.
* Excellent customer service skills for internal and external customers
* Ability to learn new concepts and operating systems/processes.
 | * Ability to work remotely and on-site in North Northamptonshire.
* Able to provide a service to customers in a positive, helpful and supportive manner.
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| Behaviours | * Professional attitude and demeanour, having a positive, proactive, methodical, organised and helpful approach to work.
* Flexible approach and able to work outside normal working hours as required.
* Take responsibility for the work, seeing tasks through to completion.
* Enthusiastic and positive about making changes and improvements that benefit the customer and the Council.
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| Equal Opportunities | * Ability to demonstrate awareness/understanding of equal opportunities and other people’s behaviour, physical, social and welfare needs.
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| Additional Factors | * Willingness to build professional relationships with staff and the suppliers.
* Willingness to undertake further training and development as required for the post.
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