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| **SECTION ONE** |
| Service Area: ICTGrade: NNCgrade07 | Post Title: Senior ICT Applications Officer - CMSPost Number:  |

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| **SECTION TWO** |
| Responsible to: Interim Applications Manager | Responsible for: Supervision of Applications Support Officers |

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| **SECTION THREE – Purpose of job** |
| To support the ICT Projects Manager by: * **Managing or playing a senior role on ICT Projects relating to improving or reviewing ICT applications**.
* Playing a senior role in a customer focused application support team, providing expertise on a wide range of applications, including 3rd line support for complex enquiries / service desk calls
* Undertaking proactive research, to develop, maintain and administer specific application systems for NNC, to identify business benefits and ensure the maximum value is achieved
* Overseeing the monitoring of ICT applications, maintaining service levels where this is not undertaken elsewhere, liaising with the Applications Support Officers and other ICT colleagues, suppliers and business users where appropriate.
* Acting as an escalation point for all Application Support Officers.
* Provide training for all Application Support Officers.
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| **SECTION FOUR – Main outcomes to be achieved** |
| * Proactively manage and maintain NNC application systems in line with the needs of the customer and senior stakeholders.
* Provide staff with the right skills and knowledge to be able to utilise the systems needed for their role. Actively promote the applications supported and how they can be used to maximise benefits and value.
* Produce, maintain and share documentation for all supported systems.
* Proactively manage the knowledge base and other key items, used by Service Desk Analysts e.g. Service Desk scripts are audited for accuracy and relevancy and kept up to date. This is to allow all 1st and 2nd line calls to be handled at 1st point of contact.
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| **SECTION FIVE – Main responsibilities** |
| 1. Identify opportunities for using ICT applications to deliver outcomes such as reducing duplication, improving the customer experience and performance / service levels.
2. To be responsible for the research, implementation, development and ongoing support of critical business applications (e.g., Business Rates, Council Tax, Elections, Finance, GIS, Housing Benefits, Income Management, Mapping, Uniform) in liaison with ICT Managers and service users.
3. Provide specialist technical expertise, knowledge and skills for the support and development of large critical corporate business systems (windows and linux), in line with business requirements and legislative changes, working out of hours when required, including: -
* Database administration – backups and copies, restoration, data extraction, and queries.
* Planning and implementing upgrades and patches, assessing the business impact and arranging change management processes when required.
* Develop, create and maintain bespoke programs for reporting, file transfers and data manipulation and presentation.
* Support interfaces between business-critical systems including BACS transfers.
1. Responsible for conducting all types of audits on ICT applications, including user audits.
2. Proactively discuss and negotiate changes with users and suppliers to ensure that applications are fully used by NNC and potential areas of improvement / enhancement are identified and highlighted to the ICT Projects Manager.
3. Liaise regularly with the users of ICT Applications and their managers to promote best practice and development of systems. Identify issues to the ICT Projects Manager.
4. Liaise and work with other key officers within when required.
5. Proactive engagement with suppliers of ICT Applications to ensure that applications work as expected, met or exceed the standards set out in service level agreements and all contract information is up to date.
6. To provide 3rd line support via the ICT Service Desk for NNC ICT Applications and tools, including escalation from Application Support Officer.
7. Liaise with the relevant support teams to ensure that training and training materials are provided and kept up to date.
8. Promote the importance of industry standards relating to ICT applications.
9. If required, represent NNC with external organisations regarding designated systems.
10. Assist the ICT Projects Manager with managing relevant projects and work on projects as and when requested.
11. To ensure adherence to the ICT strategies and policies and to help maintain the strategy for NNC. Assist with the promotion of other key areas such as compliance with data standards and security.
12. Provide support to the ICT Service Desk as and when required, e.g., Provision of 1st and 2nd line support when the ICT Service Desk is unable to do so.

Any other reasonable tasks commensurate with the grading, abilities and skills of the post holder. |
| **SECTION SIX - General** |
| **Health and Safety**Responsible as an officer and employee under the Health and Safety at Work Act.To take reasonable care for the health and safety of yourself and other persons who may be affected by your acts or omissions at work. |
| To co-operate with the Council, its officers and staff to enable them, as far as is necessary, to conform and comply with any duty or requirement imposed as a result of any law which may be in force regarding health and safety. Not to interfere intentionally or recklessly with anything provided in the interest of health, safety and welfare.**Equal Opportunities**North Northamptonshire Council is committed to providing equal opportunities in the services it provides and in the way it employs people. This applies when developing plans, policies and strategies and when working with suppliers, contractors and partners. North Northamptonshire Council will listen to all sections of the community and aim to provide services, which meet the needs of the whole community.North Northamptonshire Council wants to make sure that everyone is treated fairly, regardless of gender, race, disability, ethnic origin, marital status, age, religion, parental or property status or sexuality. North Northamptonshire Council monitors the way in which things are done to make sure that employees, potential employees, residents and visitors are treated fairly and without prejudice.**Changing Circumstances**This job description is not intended to be inclusive nor exhaustive. The Council reserves the right to vary the duties within the responsibility of the grade of the post and the post-holder’s qualifications and experience in the light of changed circumstances. The post-holder will be required to adapt him/herself to changing situations and be prepared to keep abreast of all new developments affecting his/her duties.**Smoking in the Workplace**The Council has adopted a policy on smoking in the workplace. Work activity undertaken at Council buildings is in a No Smoking area. |

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| **SECTION SEVEN** |
| Job Description prepared by: (Manager) Approved by: (OD) ……………………………………………………………Agreed by: (Post-holder) ……………………………………………………. | Date: …………………Date: …………………Date: ………………… |