

SECTION ONE

Service Area: ICT

Post Title: ICT Applications Support Officer

Grade: ENCGR5

Post Number:

SECTION TWO

Responsible to: Interim Applications Manager Responsible for: N/A

SECTION THREE – Purpose of job

1. Provide customer focused application support, providing expertise on a wide range of applications, including 3rd line e.g. ESRI Arc GIS
2. Undertaking proactive research, to develop, maintain, and administer specific application systems.
3. Maintain and update LLPG to the BS7666 standard and ensure the PGSA standard is met.
4. Managing or playing a key technical role on ICT projects relating to ICT Applications.
5. Monitoring the performance of ICT applications, service levels where this is not undertaken elsewhere, liaising with the Senior Applications Support Officers, other ICT colleagues, suppliers and business users where applicable.

SECTION FOUR – Main outcomes to be achieved

1. Application systems are fully developed based on the needs of the customer.
2. Provide staff with the right skills and knowledge to be able to utilise the systems needed for their role and maximise benefits and value.
3. Assist with the production, maintenance and sharing of documentation for all systems supported.
4. Assist with the production and maintenance of a knowledge base to be used by the Service to allow all 1st and 2nd line calls to be handled at first point of contact.
5. LLPG meets BS7666 standard and is only source of address information in the council
6. PGSA agreement is in place

SECTION FIVE – Main responsibilities

1. To be responsible for the research, implementation, development and ongoing support of application systems including detailed data analysis in liaison with ICT Managers and service users.
2. Responsible for administering large application systems.
3. Responsible for conducting user audits on ICT applications, writing usage reports, negotiating changes with users and suppliers and re-engineering processes when required.
4. Liaise regularly with the users of ICT Applications and their managers to promote best practice and development of systems
5. Liaise as necessary with key officers and suppliers of designated systems when required.
6. To provide 3rd line support via the ICT Service Desk for ICT applications and tools and provide training and training manuals.
7. Provide professional knowledge and expertise to other areas of ICT with the aim of improving the ICT service, providing timely ICT support and improving integration and benefits from ICT applications.
8. Promote the importance of industry standards relating to ICT applications.
9. If required, represent the Council with external organisations regarding designated systems.
10. Assist with relevant projects and work on projects as and when required.
11. To ensure adherence to the ICT strategies and policies and to help maintain the strategy for the Council. 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
13. 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 work place. Work activity undertaken at Council buildings is in a No Smoking area.

SECTION SEVEN

Job Description prepared by: (Manager)

Date:

Approved by: (OD)

Date:

Agreed by: (Post-holder)

Date: