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| **JOB DETAILS** | |
| Service Area: ICT | Post Title: Senior ICT Applications Officer  Post Number: |

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| **Knowledge, Skills and Behaviours** | **Essential** | **Desirable** | **How Identified?** |
| **Knowledge** | IT related degree or equivalent, or significant experience of IT.  Detailed knowledge of the major computer components, computer operating system functionality and concepts.  Proficient knowledge of the full suites of MS Office products including Word, Excel, Access, Visio and Projects.  Experience of supporting business application systems used in local government.  Technical knowledge of SQL and reporting.  Knowledge of relational database structures.  Knowledge of databases and database administration  An understanding of FTP and SFTP protocols.  Experience of supervising a small team of staff | Knowledge and experience of IDOX Uniform, IDOX Document Management System, GIS products, ESRI tools, Routing Software,  Experience of working within a Citrix environment.  ITIL Foundation qualification.  An understanding of computer programming language e.g.  Java, Python,  Windows batch language  Shell scripting languages (Unix shell, Windows PowerShell)  Unix interactive command language,  SQL.  An understanding of project management concepts and ITIL. | Application form and interview |

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| **Skills** | Excellent problem solving skills  Excellent customer service skills for internal and external customers  Excellent communication skills, both written and oral.  Organised and able to work in a time critical environment, as part of a team and managing competing priorities.  Able to explain technical process and issues using language appropriate to their audience. | Experience of chairing small meetings | Application form and interview |
| **Behaviours** | Professional manner, having a mature and methodical and organised approach to work.  Flexible and able to work outside normal working hours as required.  Takes responsibility and sees a task through to completion.  Enthusiastic about making changes and improvements that benefit the customer. | Hold a current driving license and have business use insurance on own vehicle to enable travel to alternative sites. | Application form and interview |