**Senior IT Application Support Requirements:**

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| Attributes | Essential criteria | Desirable criteria |
| Education, Qualifications and Training | * Information Technology / Computer Science related degree or equivalent qualification or proven, significant, relevant work experience. * Evidence of a commitment to continuous learning and development. * Keeping up to date with software trends and developments. | * Hold a current driving licence and have business use insurance on own vehicle to enable travel to alternative sites |
| Experience and Knowledge | * Understanding of data and information management. * Detailed knowledge of the major computer components, relational databases, computer operating system functionality and concepts. * Experience of supporting business application systems used in local government. * Experience of user acceptance testing. * Knowledge of GDPR (General Data Protection Regulation) protection principles and of their application. * Experience of producing both technical and user guidance documentation * Effectively use Office 365, with an excellent grasp of Excel. * Technical knowledge of Microsoft SQL scripting and reporting. * An understanding of FTP and SFTP protocols. * Knowledge of operating systems e.g. Linux, Windows | * Knowledge and experience of Education case management systems. * An understanding of the Education Service. * Knowledge of system interactivity, integration (APIs). * Experience of system implementation and data migration. * Experience of identifying and delivering training to users. * Previously provided a service to internal customers. * A working knowledge of project management concepts and ITIL. * Experience of working within Hyper V environment. * Experience of customer and partner web portals and understanding web technologies e.g. HTML, CSS * An understanding of computer programming language e.g. Java, Python, Windows batch language, SQL. |
| Ability and Skills | * Excellent technical, diagnostic, analytical and troubleshooting skills. * Demonstrate excellent verbal and written communication and interpersonal skills. * Ability to work on own initiative, independently and take appropriate actions without direction or instruction from others. * Able to work collaboratively, as part of a team. * Ability to explain technical processes and issues that are easily understood, instructions that are concise and clear guidance using appropriate language and Plain English. * Good organisation skills, able to prioritise conflicting demands, meet deadlines and remain calm under pressure. * 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. |
| **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. |  |
| Equal Opportunities | * Ability to demonstrate awareness/understanding of equal opportunities and other people’s behaviour, physical, social and welfare needs. |  |
| Additional Factors | * Willingness to build professional relationships with staff, partners, and the suppliers. |  |