**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
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| 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.
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| 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.
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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, partners, and the suppliers.
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