

Job Description

Applications Support

Service Area:	Technology, Digital and Data
Reports To:	Interim Applications Manager
Responsible For:	N/A

Overall Job Purpose:

Assist the team in ensuring the efficient operation of the technology, digital and data service. This includes implementation, development and support of new and existing, hardware, software. To maintain a culture based upon excellent customer service values and be a 'change agent' to encourage a Council wide adoption of Technology programme and strategies.

Main Duties and Responsibilities:

(This list contains the main duties and responsibilities of the post holder but it is not an exhaustive list)

1. Responsible for supporting the councils information systems including their maintenance and assisting with upgrades.
2. Assist with the management of application databases.
3. Work with relevant departments and the wider IT Team to identify, test and implement upgrades to systems software.
4. Assist with the councils security and back-up systems to support the Council's business continuity plan.
5. Supporting the councils payment systems and associated processes.
6. To be a 'change agent' and support other service areas and employees through change, encouraging and demonstrating a 'can do' attitude in regard to service delivery and technology provision and exploitation.
7. Prioritise tasks, monitoring progress against agreed estimates and reporting regularly to ensure that timescales are met and service standards are achieved
8. Install relevant equipment and software and provide advice, guidance and assistance to system users as required.

9. As required, undertake operational tasks associated with the Councils virtual infrastructure.
10. To provide documentation and feedback to helpdesk on the resolution of support calls identifying where training or preventable work may be required.
11. To keep abreast of developments in Information and communication technology in order to assist the ICT department to fulfil its objectives, including life cycle management of software.
12. To review the requirements for the upgrading of software and hardware to assist in improving the efficiency of the council.
13. To provide feedback on potential breaches of ICT security or unauthorised use of Council data or equipment.
14. Observe ICT services quality assurance standards and procedures.
15. Carry out such other duties as may be required.

NOTES

1. The post holder will be required to contribute to training and development of self and others through participating in training events and other agreed activities that enable the transfer of knowledge.
2. This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which the post holder will be required to work. In the interests of effective working any major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and other consequential changes will be carried out in consultation with the post holder. The post holder will also be required to carry out other such duties as may be determined from time to time to be within the general scope of the post. The post holder may be required to work overtime during peak periods or as required.

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Additional Information / Local Agreements attached to this post

Post holder must be willing to travel
Post is subject to a basic disclosure check
Post holder must have ability to travel between sites.

Person Specification

The ideal candidate will be able to demonstrate the following skills, knowledge and experience

Criteria	Skills, Knowledge, Experience etc	Essential / Desirable
Education / Qualifications	Educated to degree level in a computer based subject or equivalent	D
Skills / Experience	Direct experience of ICT operations and procedures and management experience in an ICT service environment	E
	Experience of providing & supporting large and complex IT applications spanning several sites, including the provision of 1 st , and 2 nd line support as required.	E
	Extensive experience of supporting end users	D
	Well developed inter personal and communication skills	E
	Knowledge of the relevant security standards applicable for the Public Sector.	D
	Ability to manage competing priorities and conflicts	E
	Experience of working to defined service standards	E
	Ability to understand SQL	D
	Knowledge of supporting databases such as SQL, Ingres and Oracle Databases	D
	Experience of managing payments systems	D
	Experience of managing revenue and benefits systems	D
	Experience of providing support for Social care systems	D
	Self-motivated and organised and able to work in a pressurised environment, as part of a team and on your own.	E
Miscellaneous	Flexible approach to work	E
	Able to focus on the benefits of technological development and change	E
	Commitment to social inclusion and equality	D

	Self motivated and able to provide leadership and direction	E
	Commitment to sustained improvement	E