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| **JOB DETAILS** |
| Service Area: ICT | Post Title: Applications Support OfficerPost Number:  |

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| **Knowledge, Skills and Behaviours** | **Essential** | **Desirable** | **How Identified?** |
| **Knowledge** | Knowledge of Microsoft Office products including MS AccessAbility to map readHND or equivalent or experience in a related fieldKnowledge and experience of business technology to improve service delivery.Creating and maintaining various GIS geodatabases.Experience of ESRI Software | Knowledge and experience of IDOX Uniform, IDOX Document Management SystemsKnowledge and experience of GIS products, ESRI tools, Model Builder, Arc GIS online, Routing Software Localview Knowledge and experience of Capita’s Academy and income management systems and XpressAn understanding of project management concepts and ITIL. Awareness of BS7666Understanding PGSA agreementDegree in GIS, or a computer related field discipline.Knowledge of linux operating systems and linux scripting | Application form and interview |

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| **Skills** | Excellent problem solving skills.Excellent communication skills, both written and oral.Customer focused to enable you to support end users and members of the publicAccuracy and attention to detail.Flexible approach to working arrangements.Self motivated and organised and able to work in a pressurised environment, as part of a team and on your own, managing competing priorities. | Experience in report writingExperience of working with Spatial SystemsExperience of training end usersUnderstanding of HTML and Python | Application form and interview |
| **Behaviours** | Professional manner, having a mature and methodical and organised approach to work.Takes responsibility and sees a task through to completion.A desire to add value to the team and the ability to make a difference.Hold a current driving licence and have business use insurance on own vehicle to enable travel to alternative sites***.*** |  | Application form and interview |