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

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| **Knowledge, Skills and Behaviours** | **Essential** | **Desirable** | **How Identified?** |
| **Knowledge** | Knowledge of Microsoft Office products including MS Access  Ability to map read  HND or equivalent or experience in a related field  Knowledge 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 Systems  Knowledge 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 Xpress  An understanding of project management concepts and ITIL. Awareness of BS7666  Understanding PGSA agreement  Degree 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 public  Accuracy 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 writing  Experience of working with Spatial Systems  Experience of training end users  Understanding 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 |