Person Specification

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

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	Application form and interview

North Northamptonshire Council

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