

Job Title Senior ICT Support Officer (ATS)
Grade 8

Our Vision

An innovative, ambitious and sustainable county, where everyone has the opportunity to prosper, be healthy and happy.

Our Outcomes

We want everyone in Staffordshire to:

- Have access to more good jobs and share the benefit of economic growth
- Live in thriving and sustainable communities
- Be healthier and more independent for longer

Our Values

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

- Ambitious – We are ambitious for our communities and the people of Staffordshire
- Courageous – We recognise our challenges and are prepared to make courageous decisions
- Empowering – We empower and support our people by giving them the opportunity to do their jobs well.

About the Service

Reporting Relationships

Responsible to: Architecture and Technical Standard Manager

Responsible for: N/A

Key Accountabilities:

1. Support in the testing, development and continuous improvement of operational procedures relating to the delivery of ICT services.
2. Contribute to the identification of ICT Service improvements and their successful delivery aligned to priorities identified in the ICT Strategy and in year plan on a page.
3. Work within ICT project teams as well as other virtual teams e.g. Problem Management or Task Groups to deliver continuous improvement to ICT services as required.
4. Ensure that senior managers and stakeholders are kept informed of any extensive breaks in service and that planned changes affecting service are enacted in line with agreed processes.
5. Provide, as relevant to role Desktop, Application, Database, Network, Security and Infrastructure Support to ICT users to ensure that the services are optimised and exploited to Business benefit.
6. Liaise with suppliers to ensure service problems are quickly resolved, changes are implemented as agreed and continuous improvement to service delivery is made.
7. Ensure appropriate communication channels are maintained, developed and enhanced to keep users and ICT staff informed of issues, changes, and improvements whilst developing Frequently Asked Questions and Self-Service resolution capabilities.
8. Research improvements in relative ICT technologies e.g. end user computing, network technologies, operating system, applications, database, security technologies etc. through research, training and networking, highlighting and/or proposing further investigations where benefits and improvements can be made.
9. Ensure that all inventories, asset registers, applications portfolios, customer databases, schematics, schedules and configurations are available and accurate to ensure that ICT services are fully documented, supported and recoverable.

Other Information

This post is designated as a casual car user.

The post holder will need to meet the travel requirements of the role locally.

This post has no political restriction.

Professional Accountabilities:

The post holder is required to contribute to the achievement of the Council objectives through:

Financial Management

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

People Management

Engaging with People Management policies and processes

Equalities

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

Environment

Deliver a reduction in the Councils' environmental impact through a proactive focus on key priorities to support the economy, nature and communities.

Health and Safety

Ensuring a work environment that protects people's health and safety and that promotes welfare, and which is in accordance with the Council's Health & Safety policy.

Safeguarding

Commitment to safeguarding and promoting the welfare of vulnerable groups.



The content of this Job Description and Person Specification will be reviewed on a regular basis.


Person Specification

A = Assessed at Application

I = Assessed at Interview

T = Assessed through Test

Minimum Criteria for Disability Confident Scheme *	Criteria	Measured by
	<p>Qualifications/Professional membership</p> <ol style="list-style-type: none"> 1. Educated to HND level or recognized equivalent preferably in ICT or related subject 2. ITIL Qualified – Foundation\Practitioner 3. Relevant technical qualifications (e.g. Microsoft) 	<p>A</p> <p>A</p> <p>A</p>
	<p>Knowledge and Experience</p> <ol style="list-style-type: none"> 1. A good understanding of technical infrastructure, architecture, networks, end user computing technologies, ICT Backup and Disaster Recovery and ICT Security 2. Demonstrable experience of working in a technical support environment relevant to the team (Desktop Support, Application Support, Network Support, Infrastructure Support, IT Security, Client Device Support, Database Administration & Support) providing 2nd and 3rd line support to customers. 3. An in-depth knowledge of ICT support processes based on ITIL standards and using them to contribute to continuous service improvements e.g. Capacity Planning, Problem Management, Change Management etc. 4. Broad experience of dealing with customers, suppliers and other 3rd parties 	<p>A/I</p> <p>A/I</p> <p>A</p> <p>A/I</p>

	<p>5. Ability to use infrastructure / security/ network management tools</p>	<p>A</p>
	<p>Skills</p> <ol style="list-style-type: none"> 1. Effective communicator – written and verbal so able to communicate with users and to write technical processes and produce technical landscape diagrams 2. Technical expertise to enable the correct application of operational procedures. 3. Able to configure tools to automate the provisioning, testing and deployment of new and changed infrastructure. 4. Identification of operational problems with knowledge and analytical skills to contribute to their resolution. 5. The ability to travel effectively around Staffordshire County when required 6. Availability and willingness to work flexible / additional hours when required to meet deadlines and service demands This post is designated as a casual car user 	<p>A/I</p> <p>A/I</p> <p>A</p> <p>A/I</p> <p>A</p> <p>A/I</p>



*If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview. This scheme will also apply to Care Leavers and Armed Forces/Veterans.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job Centre Plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, braille, another language on cassette or disc, please ask us by contacting Talent & Resourcing Team 01785 278300