Job Title: Senior ICT Support Officer – Applications Management  
Grade:

Gx

Our Vision

We have a clear vision for Staffordshire - 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 citizens
* 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

Staffordshire ICT

Staffordshire ICT defines and delivers an ICT strategy that is directed by the ambitions of the County Councils Strategic Plan and in year Business Plans.

The ICT strategy defines how Staffordshire County Council will exploit to best effect its use of Information and Communication technology with particular emphasis on how “Digital Transformation” can enable the Council to deliver services in a fundamentally different way that radically transforms Citizen Interactions and the delivery of services in a digital era.

Such transformational change embracing cloud computing, mobile working and Information sharing requires strong leadership to understand and remodel cross organisational service delivery focussing on the whole system and designing this from a citizen perspective. Inevitably such change calls for complex change management and negotiation skills to ensure successful and integrated delivery across public sector partners and private sector supplier organisations.

Whilst the role of ICT in digital transformation is critical to long term organisational success and sustainability, the ICT function must also ensure that its delivery of the core ICT service is efficient, secure and reliable as the impact of technological or cyber security related failure is catastrophic to the productivity of the organisation. Robust management of ICT services and in particular the effectiveness of Cyber Security defences is paramount to the effective delivery of the councils legislative responsibilities.

**Application Architecture, Development and Management**

This area of the ICT service is responsible for defining the County Councils Applications Architecture and also for managing the application lifecycle of the council’s large and diverse portfolio of back office and public facing digital applications, including those managed for Partners. These applications facilitate staff in the delivery of statutory responsibilities and also allow the County Council to meet its “digital first” aspiration that is key to the delivery of savings and achieving a more efficient future state. The team are the custodians of council application knowledge and are responsible for the design, development, testing, deployment, operation and optimisation/improvement of applications and solutions. The service is also responsible for the creation of management information and the data warehouse team extract, finesse and combine disparate datasets to provide powerful insights to Business areas allowing decisions to be made on data rather than instinct.

The core services delivered include:

The definition of the Council Application Architecture at a strategic level, defining technologies and standards that ensure interoperability, maximisation of value and avoidance of duplication covering corporate and business unit specific applications. This includes the development of roadmaps and the documentation of all services and platforms. This enables efficiencies to be achieved by maximising the use of common applications and platforms e.g. Database layers, for similar business functions and defines standards and direction around future application development and procurement.

Application Development & Data Warehousing lead in the development and maintenance of business and customer facing applications and solutions in line with agreed architectural standards. The team is also responsible for the detailed design and management of the corporate data warehouse and the development of effective management information and data insights as required by Directorates.

Application Management lead in the ongoing management of off the shelf and bespoke software, ensuring that applications are consistently deployed, fully supported by the vendor and in alignment with security standards, highly available, optimised, tuned and continuously improved. This is achieved by working across SICT, third party suppliers and business leads to ensure that application roadmaps meet the future needs of the Business, maintain security and compliance, promptly address bug fixes and exploit new functionality, ensuring that updates are implemented with minimal disruption and with robust testing.

The Training team work with Applications Management to ensure that Customer training allows staff to make the most of the applications at their disposal creating and delivering digital training courses and user guidance.

Database Management lead in the architecture, design, support and security of the councils database platform(s) that are used and updated by the dependent applications and corporate data warehouse. The team are responsible for ensuring that the underlying database platform is at supported levels aligning to supplier roadmaps, correctly backed up and recoverable in a disaster event and that data is secure. The team also manage third party arrangements that may be in place to support the maintenance of the database estate e.g. Oracle Database Support is currently outsourced. The team also provide monitoring on production systems and deliver proactive tuning activities as well as remedial measures to ensure the landscape is stable and high performing.

All of these areas work collaboratively to ensure that the delivery of applications and the management information that they provide are fit for purpose, fully optimised and meet current and future business needs.

Reporting Relationships

Responsible to: Applications Management Team Leader

Responsible for: N/A

Key Accountabilities:

###### This post works across Staffordshire County Council (SCC) and the ICT community. It is primarily responsible for the provision of 2nd and 3rd line ICT support providing efficient problem resolution, advice and support to customers, supporting ICT applications, end user compute, network technologies and database administration.

The post holder will have enhanced support skills and will assist in the testing, development and continuous improvement of solutions and operational procedures relating to the delivery of ICT services.

1. Contribute, considering relevant legislation, data protection, security and other standards, 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.
2. Responsible for coordinating and working within ICT project teams as well as other virtual teams e.g. Problem Management, application decommissioning or Task Groups to deliver continuous improvement to ICT services as required.
3. Ensure that continuous improvement to service delivery is made by reviewing suitability of in house applications with business owners, leading the promotion of new and existing features (e.g M365) to ensure maximisation of investment, and implementing technical change to improve customer satisfaction
4. Proactively monitor applications to 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. Ensure appropriate communication channels are maintained, developed and enhanced to keep users and ICT staff informed of issues, changes, improvements whilst developing Frequently Asked Questions and Self Service resolution capabilities.
6. Liaise with suppliers, third parties and internal staff to ensure service levels are achieved and service problems are quickly resolved and changes are implemented as agreed.
7. Contribute to appropriate staff mentoring and user skill development activities, including knowledge transfer to ensure resilience
8. Keep abreast of improvements in relevant ICT technologies e.g. end user computing, network technologies, operating system, applications, database, security technologies, M365 etc. through research, training and networking, highlighting and\or proposing further investigations where benefits and improvements can be made.
9. Build applications and adapt collaboration platforms to meet bespoke customer needs, ensuring that platforms are managed within agreed security models, are appropriately monitored, controlled and approved and that the owners understand their responsibilities so that the platforms are managed effectively.
10. 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.
11. Assist in the preparation, maintenance and testing of ICT Disaster Recovery procedures to ensure that the council can recover from a catastrophic event that impacts on the availability of ICT.
12. Ensure that all inventories, asset registers, applications portfolios, customer databases, schematics, architectural standards, schedules and configurations are available and accurate to ensure that ICT services are fully documented, supported and recoverable.

1. Deputise for the Team Leader/Manager by attending meetings or other events in the team leader’s absence to ensure that issues and planned activities are progressed providing continuity to enable the delivery and improvement of services.
2. The nature of ICT Support roles will occasionally require staff to provide out of hours support for planned maintenance activities e.g. to assist with upgrades, Disaster Recovery tests, change over to new Infrastructure\services etc.

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.

**Climate Change**

Delivering energy conservation practices in line with the Council’s climate change strategy.

**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

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| **Minimum Criteria for Disability Confident**  **Scheme\*** | **Criteria** | **Measured by** |
| **employer_small** | **Qualifications**   * Educated to HND level or recognized equivalent preferably in ICT or related subject * ITIL Qualified – Foundation\Practitioner * Relevant technical qualifications (e.g. Microsoft MCSA, M365, CISCO, Certified Technician) | A  A  A |
| **employer_small**  **employer_small** | **Knowledge and Experience**   * Significant experience of working in a technical support environment relevant to the team (Network & Security, End User Computing, Architecture and StandardsApplication Support, Application Management, Database Administration & Support) providing 2nd and 3rd line support to customers. * 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. * Proven technical skills and knowledge of M365 particularly in SharePoint, Teams, OneDrive and the Power Suite * Proven track record of delivering change using IT technologies * Proven experience of handling and resolving customer issues and managing their change requirements * A good understanding of technical infrastructure, architecture, networks, end user computing technologies, ICT Backup and Disaster Recovery and ICT Security * Broad experience of dealing with customers, suppliers and other 3rd parties * Ability to use infrastructure / security/ network management tools to analyse load and performance statistics and automate routine activities | A  A/I  A/I  A/I  A/I  A/I  A/I  A/I |
| **employer_small**  **employer_small** | **Skills**   * Technical expertise to enable the correct application of operational procedures. * Able to configure tools to automate the provisioning, testing and deployment of new and changed infrastructure. * Identification of operational problems with knowledge and analytical skills to contribute to their resolution. * Customer care and relationship management skills * Effective communicator – written and verbal so able to communicate with users and to write technical processes and produce technical landscape diagrams * The ability to travel effectively around the Staffordshire County when required * Availability and willingness to work flexible / additional hours when required to meet deadlines and service demands * Effective negotiating and influencing skills * Ability and willingness to learn new technical skills and knowledge and advance existing skills and knowledge in line with ICT’s strategic direction | A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I |

This post is designated as a casual car user

**employer_small** 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.

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 **Liberata Employee Services Team on 01905 947446**

**Shared Services on 01905 947446**