

Job Description and Person Specification ICT Operations Officer

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Head of HR Services

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Job Description

Directorate Resources	Grade F
Service ICT	Job evaluation number A3206
Reports to ICT Operations Manager	Responsible for None

Job purpose and role

As part of the ICT team you will provide technical support in line with Service Management Best Practice. Providing support and maintenance as well as ensuring the security of our network infrastructure. The role will work closely with the wider ICT team to ensure incidents and requests are resolved in line with the agreed service levels' ensuring the customer is kept fully informed throughout.

Encompassed within the role is leading on the delivery of ICT projects. Assisting with the implementation, development, and support of our systems in line with business requirements.

Main duties and key result areas

- To promote and support the proactive use of ICT across the business to improve the customer experience.
- To take an active role in Disaster Recovery plans and procedures.
- To support and develop the network infrastructure to ensure that it provides a secure, stable environment for corporate applications.
- To provide 1st/2nd/3rd line support across a wide range of systems and hardware.
- To ensure software licensing controls are in place.
- To provide assistance and cover to the Service Desk and ICT Operations Technicians as required.
- To liaise and work with third party companies and suppliers when required to resolve incidents and

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requests.

- To lead on the implementing of various ICT projects.
- To install, support, maintain, repair and manage ICT hardware and applications.
- Manage and grant access to the network and systems ensuring the appropriate authorisation is in place and logged.
- To provide appropriate guidance notes, user guides, work instructions and training as required.
- To investigate and resolve incidents and requests across a wide-range systems and hardware. Assess, evaluate and implement on the most appropriate solution and course of action.
- Provide an out of hours support service (North only)

The above is not an exhaustive list of duties required. You will be required to undertake any other reasonable duties in line with the purpose and grading of the role.

ALL employees are expected to:

- Live the company values so that the highest standards of customer care can be achieved.
- Be committed to diversity and inclusion of all, promote value for money, efficient services, so that excellence in all that we do is pursued through continuous improvement.
- Contribute to development of and strive to meet departmental, team and individual targets.
- Participate in the staff appraisal and development scheme, one to one performance discussions and attend identified training to ensure continuous learning and improvement.
- Comply fully with the Code of Conduct, health and safety requirements, legislation, regulations, policies and procedures.
- Attend meetings or provide services outside of the usual working hours where reasonably requested to do so.
- Promote value for money and continuous improvement within the service area.
- Have an overall understanding of the risks and implications associated with the requirements of the role and takes appropriate action to mitigate any potential consequences.

Managers are also expected to:

- Deliver departmental projects and initiatives as identified in the corporate and departmental plans.
- Lead, manage and motivate staff, apply the staff appraisal and development scheme, one to one

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performance feedback discussions and ensure that employees attend identified training.

- Monitor service delivery and progress towards targets to ensure standards are met and where possible exceeded.
- Effectively manage physical, human and financial resources allocated as your responsibility.
- Accept and exercise responsibilities identified in company policies and procedures, particularly for compliance with health and safety.

Signed _____ Date _____

Print Name _____

Version No	Revision Date	Reason for Revision
1		New role

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Person specification

Attribute	Detail	Essential or desirable
Skills and abilities	Written and oral communication skills, including, training and creating documentation tailored to the appropriate audience	E
	Customer focused and able to communicate effectively particularly translating technical language for a non-technical audience	E
	Ability to prioritise own workload and managing competing demands	E
	Objective and constructive approach to problem solving	E
	Excellent ICT skills across a wide range of systems	E
	Ability to work across multiple sites throughout the organisation	E
Knowledge and experience	Knowledge of the housing sector and the systems appropriate to this environment	D
	Relevant ICT experience working in a 1st/2nd/3rd line ICT environment	E
	Knowledge of ICT Service Management Best Practice (e.g. ITIL)	E
	Experience of supporting/developing a network infrastructure	E
Qualifications	Full driving licence (if you have a disability we will explore reasonable adjustments with you)	E
	A relevant qualification in ICT or a technical related subject	E
	Evidence of a Higher Education in a relevant subject or exempting experience	D
Personal attributes	Flexible and open to change	E
	Professional and customer orientated approach	E
	Effective team worker	E
	Committed to inclusion, equality and diversity	E
	Aligned to the aims and values of the company	E
	Committed to personal and professional development	E
	Proactive and committed to continuous improvement in service delivery	E
	Collaborative approach: one company, one team	E
	Focussed on leading, coaching, empowering and motivating employees	E
	Committed to team development and identification of on-going training needs	E
	Willing to take ownership and be accountable for decisions and actions	E
	Ensures decisions and actions are in line with company values, policies and guidelines	E

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