Northumberland County Council
JOB DESCRIPTION

Post Title: Support Officer - ICT Practitioner SFIA Level 4	**Director/Service/Sector** Transformation/Information Services	**Office Use**
Band: 8	**Workplace:**	**JE ref:** 1498
Responsible to: Senior Team Leader/Team Leader	**Date:** January 2011 **Manager Level**	**HRMS ref:**

Job Purpose: Will be required to work at a highly technical level within a specific business area of Information Services. Often will take a lead role in implementing small-scale technical projects, dealing with work requests and resolving complex problems.

Resources	Staff	Has some responsibility for the work of others and for the allocation of resources..
	Finance	Day to day responsibility for 'Small Projects' budget..
	Physical	Maintain and operate key corporate information systems, ensuring careful use of allocated tools and equipment.
	Clients	Interacts with and may influence immediate colleagues. May have some external contact with customers, suppliers and partners. May have more influence in own domain.

Duties and key result areas:

1. Working alone on simple systems, or with colleagues, on more complex systems, produces outline system specifications covering, for example: objectives, scope, constraints (such as performance, resources etc.), hardware, network and software environments, main system functions and information flows, data-load and implementation strategies, phasing of development, requirements not met and alternatives considered.
2. Installs or removes hardware and/or software, using supplied installation instructions and tools within established procedures and quality systems, including, where appropriate, hand-over to client. Follows agreed standards, including, where appropriate, those for electrical work. .
3. Helps to resolve problems (e.g. poor performance) and faults (e.g. system failure), occurring in the operation of hardware and software – especially those requiring greater installation expertise.
4. Carries out the builds and tests in co-ordination with testers and component specialists, maintaining and administering the tools and methods – manual or automatic.
5. Reviews releases, upgrades and fixes available from system software and hardware suppliers and identifies those which merit action. Maintains awareness of existing and emerging software and hardware solutions and develops upgrade plans.
6. Receives and logs requests for support from help-desk, other service delivery staff and/or users. Prioritise requests in accordance with agreed criteria and the needs of the organisation.
7. Carries out the full range of defined tasks associated with operating and controlling the installed hardware and software. This may involve the use of multiple hardware and software platforms.
8. Conducts investigations of operational problems, makes proposals for improvement and implements them when appropriate. Participates in reviews of systems performance, provides advice and assists.
9. Specification, installation, support and maintenance of Personal Computer equipment including laptops and other hand-held devices as technology advances.
10. Supporting operating systems.
11. Extensive knowledge of the Microsoft Portfolio of products to include: Word, Excel, Exchange/Outlook and Access.
12. Specification, installation, support and maintenance of servers utilising Windows and Solaris.
13. Knowledge of communications networks, predominantly utilising CISCO equipment. Appreciation of Voice over IP (VOIP) technologies and their implementation.
14. Knowledge of Internet technologies, the use of filtering software and hardware, anti-virus products and an appreciation of network security issues.
15. Knowledge of databases and server systems, their place in the market and their implementation at the Council.
16. Backup, Recovery and Security technologies and their use at the Council.
17. Ability to train to a professional standard on the Microsoft portfolio of products.
18. Understanding of other business specific administrative applications.
19. Specification, installation, support and maintenance of Database systems.

20. Knowledge of Multi-tiered and Client Server technologies.
21. Knowledge of Intranet and Internet technologies and supporting technologies, for example Apache or IIS web servers.
22. An appreciation of security issues is expected.
23. A sound knowledge of backup and recovery techniques is expected with some practical experience of using relevant database backup and recovery tools.
24. Other duties appropriate to the nature, level and grade of the post.

Transport requirements:	Travel to other work sites, area offices or training venues throughout the County and occasionally further a-field.
Working patterns:	Normal office hours but flexi-hours may apply, if colleagues provide cover. Some standby or call out arrangements may apply.
Working conditions:	Minimal exposure to working outdoors.

Northumberland County Council
PERSON SPECIFICATION

Post Title: Support Officer - ICT Practitioner SFIA Level 4	**Director/Service/Sector:** Transformation/Information Services	Ref: 1498
Essential	**Desirable**	**Assess by**
Qualifications and Knowledge		
A general standard of literacy and numeracy A technical qualification or evidence of competency in IT. Actively undertaking on-going continuous professional and personal development.	.	
Experience		
Competence in using Microsoft Office, Oracle applications, word processing, spreadsheets and database systems. An active desire to provide effective customer centred services.		
Skills and competencies		
Very effective IT skills and ability to understand and develop the use of ITC to achieve work objectives. Numerate and able to analyse business related statistics. Ability to work methodically and systematically. Adopts a collaborative approach to work. Absorbs technical information, when it is presented systematically and applies it effectively. Performs a broad range of work, sometimes complex and non-routine, in a variety of environments. Participates in external activities related to own specialism. Makes decisions which influence the success of projects and team objectives. Selects appropriately from applicable standards, methods, tools and applications. Demonstrates an analytical and systematic approach to problem-solving. Communicates fluently orally and in writing and can present complex technical information to both technical and non-technical audiences. Has a good appreciation of the wider field of information systems, their use in relevant employment areas and how they relate to the business activities of the employer or client. Maintains an awareness of developing technologies and their application and takes some responsibility for personal development.		
Physical, mental and emotional demands		
Generally works from a seated position with regular need to walk, bend or carry items. Need to maintain general awareness, with lengthy periods of enhanced concentration. Works under general supervision. Uses discretion in identifying and resolving complex problems and assignments. Exercises substantial personal responsibility and autonomy. Plans own work to meet given objectives and processes.		
Motivation		
Dependable, reliable, a good timekeeper and effective guide/mentor to subordinate staff. Demonstrates and encourages high standards of honesty, integrity, openness and respect for others. Helps to create and encourages a positive work culture, in which diverse, individual contributions and perspectives are valued. Facilitates collaboration between stakeholders who share common objectives.		

Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures. Rapidly absorbs new technical information and applies it effectively. Proactive and achievement orientated Able to work with minimum supervision. Understand and uses appropriate methods, tools and applications. Demonstrates an analytical and systematic approach to problem solving. Takes the initiative in identifying and negotiating appropriate development opportunities. Demonstrates effective communication skills. Contributes fully to the work of teams. Plans, schedules and monitors own work (and that of others, where applicable), competently within limited deadlines and according to relevant legislation and procedures. Absorbs and applies technical information. Works to required standards. Understands and uses appropriate methods, tools and applications. Appreciates the wider form of information systems and how own role relates to other roles and to the business of the employer or client.		
Other		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visit