South Tyneside Council

BUSINESS AND RESOURCES

PERSON SPECIFICATION

POST TITLE: System Support Lead Officer

GRADE: Band 7

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Educational Attainment	• Appropriate professional qualification and/or relevant degree • And/or relevant work based qualifications	• Project management accreditation • ICT Security qualification	• Application form • Certificates
Work Experience	• Experience of delivering and leading complex projects • Experience of project management • Experience of partnerships and making them work • Relevant work experience in an ICT systems and user support • Relevant work experience in an ICT application support environment • Experience of working in Information security	• Experience of working with social care case management systems (i.e. Liquid Logic), education systems or mapping systems • Experience of completing risk assessments • Experience working with property gazetteers or GIS • Experience of managing or supervising staff	• Application form • Interview • References • Assessment
Knowledge/ Skills/ Aptitudes	• Advanced level IT skills to quickly and efficiently use a wide range of common Office software including Word, Excel and PowerPoint • Clear decision-making ability with the facility to solve problems, judge complex situations, innovate and assess when to escalate issues • Good organisational skills • Good interpersonal skills • Able to communicate clearly, patiently and effectively with customers, management and staff • Capacity to learn and share learning with others	• Understanding of the Local Government context • Understanding of entire Children, Adults and Families agenda • Knowledge of confidentiality and related issues and secure data transfer methods • Knowledge of Business Applications e.g. SWIFT, ICS, Liquid Logic LAS and Liquid Logic LCS, RM • Knowledge of the Data Protection and Freedom of Information Act • Knowledge of GIS	• Application form • Interview • References • Assessment

Disposition	• Flexible, reliable and well organised self-starter with a planned and structured approach to project delivery in order to manage several work streams simultaneously • High performing and motivated team player with the determination and focus to drive projects through to implementation and exceed customer expectations • Able to organise workload, prioritise competing demands and work to deadlines • Able to maintain confidentiality and security • Able to engage and motivate a wide range of client groups • Flexible approach to work • Committed to the principles of equality and diversity • Committed to ongoing professional development and learning		• Interview • References
Circumstances	• Prepared to work out of normal office hours, as required • Baseline security clearance		• Application form • Interview • Basic check