Xentrall
Shared Services
Delivering Excellence for All

APPLICATION FOR EMPLOYMENT

Thank you for the interest you have shown in the vacancies within Stockton on Tees Borough Council.

Completed forms can be e-mailed to recruitment@xentrall.org.uk or posted to **Xentrall Recruitment Services, PO Box 891, Stockton on Tees, TS19 1JT,** marking the envelope in the top left hand corner with the post reference number.

In accordance with our recruitment procedures, your application will only be considered if it is received on or before the closing date as shown in the advertisement.

In the interests of economy, applications received via the post are not automatically acknowledged. If you require confirmation that your application has been received please enclose a stamped addressed envelope or telephone 01642 526992.

If you have not been contacted within 4 weeks of the closing date for receipt of applications, please assume that on this occasion your application has not been successful.

ICT Assistant Database Administrator

Vacancy ID: 011501

Salary: £31,346.00 - £33,782.00 Annually

Closing Date: 06/12/2020

Benefits & Grade

Grade K

Contract Details

Permanent

Contract Hours

37 hours per week

Interview Date

15/12//2020

Job Description

EXCELLENT ALONE - OUTSTANDING TOGETHER

Xentrall Shared Services is a forward thinking public service partnership between Stockton-on-Tees and Darlington Borough Councils. ICT is one of the services provided by Xentrall and is based in Darlington. We have an exciting and challenging programme of ICT projects underway for both Darlington and Stockton councils and other public sector organisations for which we provide ICT services.

An excellent opportunity for an experienced Application Support Analyst to expand their skillset to include SQL database administration experience and knowledge. You will be working within Xentrall's ICT Application Support Team providing technical support for the wide range of applications used by Darlington and Stockton councils and other public sector organisations for whom we provide ICT support.

As an ICT Assistant Database Administrator, you will have primary ICT support responsibility for a range of these applications and also work with the ICT Database Administrator to define and apply standards to the management of the databases underlying all the applications within our portfolio.

Whilst some previous SQL database administration experience would be an advantage it is not essential as the successful candidate would be given training through the significant formal development and mentoring opportunities available to Xentrall Shared Services ICT employees and this role in particular.

Essential Skills

- Relevant degree or Microsoft Certification or equivalent directly relevant work experience
- Recent experience of implementing ICT upgrades, updates or deployments for enterprise applications
- Recent experience of ICT technical support work for enterprise applications
- Knowledge of ICT best practice and trends

- Good analytical and organisational skills
- Flexible and proactive team player

Desirable skills

- Database support experience
- Recent relevant experience in the implementation, development, support and integration/interfacing of software applications

In return, as well as giving you the opportunity to assist in the delivery and support of an exciting strategic ICT programme, we offer a friendly, professional and modern working environment where individual effort and teamwork are recognised and appreciated, both by colleagues and customers alike.

This post offers the opportunity to work flexitime and also has a generous annual leave entitlement.

As a progressive organisation we have achieved certification to ISO27001 and ISO9001 and we also hold Investors in People and Customer Service Excellence awards. We have an internal service improvement programme which is driving forward a number of initiatives which are also assisting with our deployment of ITIL and PRINCE2 based practices.

Xentrall ICT Services are based in the centre of Darlington and the successful candidate may on occasion be required to travel to locations across the Tees Valley and possibly the wider region as necessary.

An online application form and further information is available from www.stockton.gov.uk/jobs.

Please ensure you refer to the Job Description and the essential and desirable criteria in the Person Specification when completing the Personal Statement on the application form, as this information is used to select candidates for interview.

If you would like an informal discussion about the post, please contact Juliet Beer, ICT Applications & Projects Manager on 01642 524841 or Ian Miles, Head of ICT and Design & Print on 01642 527012.

The application form is available in alternative formats from Xentrall Recruitment Services, tel: 01642 526992 or email recruitment@xentrall.org.uk

Stockton-on-Tees Borough Council ensures that all customers, both internal and external receive a consistently high quality level of service.

Xentrall Shared Services Delivering Excellence for All	**JOB DESCRIPTION**
Directorate: **Xentrall**	**Service Area:** **ICT Services**
JOB TITLE: ICT Assistant Database Analyst	
GRADE: K	
REPORTING TO: ICT Senior Application Analyst	

1.	**JOB SUMMARY:** Responsible for the implementation, operation, maintenance, development and support of software applications, systems and interfaces. Also to assist with the monitoring, capacity management, licensing, performance tuning and optimisation, testing and integration activities of the database platform.	
2.	**MAIN RESPONSIBILITIES AND REQUIREMENTS**	
	1.	Part of a team of ICT professionals who provide and have responsibility for with the effective and efficient delivery of a variety of ICT applications and interfaces.
	2.	Analysis, management and resolution of incidents, service requests changes and problems in relation to ICT systems, databases and applications; ensuring compliance with all ICT policies and procedures and that any problematic assets or infrastructure are identified and managed in order to minimise outages and increase availability.
	3.	Responsible for progressing and completing all ICT application and database requests for change in line with timescale commitments, ensuring adherence to the ICT change management policy and procedures.
	4.	Assist the ICT Database Administrator with the management of the database platform including pro-active monitoring, identification of issues, trend analysis and tuning to ensure optimum performance and availability of the database platform.
	5.	Work with the ICT Database Administrator to ensure that all databases are licenced correctly as per recent guidelines and provide early notification of any potential under licencing.
	6.	Work with the ICT Database Administrator to ensure database platform support procedures are documented and that relevant documentation is included, updated and available in the knowledgebase.
	7.	Responsible for the production and maintenance of technical documentation to aid the support of the portfolio of Applications assigned to the postholder.
	8.	Responsible for ensuring the technical knowhow needed to support the Applications in assigned the postholder is shared across members of the Application Support Team.
	9.	Responsible for ensuring that the CMDB is maintained and up to date in relation to all ICT application assets, data and documentation for the portfolio of Applications assigned to the postholder.
	10.	Provide advice and guidance to customers on all software application related matters, including testing procedures and any training requirements which may result from upgrades or new systems.
	11.	Maintain a high level of technical competence and in conjunction with other teams identify new opportunities for the effective use of technology and contribute to the ongoing development of ICT technical strategies and services.

	12.	Maintain a high level of knowledge regarding the portfolio of Applications assigned to the postholder and keep abreast of the technology roadmap for each one; highlighting any potential new ICT projects or technical compatibility risks and issues as a result of this roadmap to your manager.
	10.	In conjunction with the other ICT teams, participate in the project management, procurement and implementation of new systems or system enhancements, providing appropriate technical input on software application related matters.
	11.	Assist in the development of a customer focussed and technically proficient ICT Service Management Tool by ensuring technical procedures, resolution information, known errors and work around information is recorded, communicated effectively and is available in the ICT Knowledgebase.
	12.	Reporting to senior management about the progress of work and projects assigned to the Application Team, and for the identification and notification of exception conditions.
	13.	Ensure that external contractors and consultants are managed to deliver the services for which they have been contracted.
	14.	Input into the specification of Application Support Team standards and apply the agreed standards in operational practices.
	15.	Assist in the development, promotion and implementation of appropriate ICT policies, strategies, standards and procedures that reflect best practice and assist in the adherence to such.
	16.	Assist in the delivery of ICT services and service objectives through participation in the development and delivery of project, team and personal plans and associated activities.
	17.	Provide excellent customer service through effective customer engagement and service delivery, liaising with colleagues and suppliers as necessary.

3. GENERAL

Job Evaluation - This job description has been compiled to inform and evaluate the grade using the NJC Job Evaluation scheme as adopted by Stockton Council.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Workforce Culture and supporting behaviours and Code of Conduct – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

Shaping a Brighter Future – The post holder will embrace the Council's "Shaping a Brighter Future" programme.

Personal Development – As defined by the Council's Culture Statement, all employees will take responsibility for their own development.

Customer Services – The post holder is required to ensure that all customers both internal and external receive a consistently high quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures.

Health and Safety – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

Safeguarding – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

Job Description dated January 2019

Xentrall Shared Services
Delivering Excellence for All

PERSON SPECIFICATION

Job Title/Grade	**ICT Assistant Database Analyst**	**K**
Directorate / Service Area	**Xentrall Shared Services**	**ICT Services**
Post Ref:		

	ESSENTIAL	**DESIRABLE**	**MEANS OF ASSESSMENT**
Qualifications	▪ ICT related degree or equivalent demonstrable level of directly relevant work experience ▪ Recognised ICT qualifications and accreditations e.g. MCSE/CCNA/MBCS or equivalent level of professional experience	▪ ITIL Foundation	Application/Certificates
Experience	▪ Recent experience of implementing ICT upgrades, updates or deployments ▪ Recent experience of ICT technical support work ▪ Experience in supporting the delivery of change ▪ Proven ability to analyse problems and adopt an innovative approach to finding more efficient solutions	▪ Database support experience ▪ Local Government experience ▪ Recent relevant experience in the implementation, development, support and integration/interfacing of software applications	Application/ Interview/References
Knowledge & Skills	▪ Awareness of project management techniques ▪ Knowledge and experience of ICT Best practice frameworks and formal methods of service delivery ▪ Awareness of current ICT trends and the future direction of ICT ▪ Awareness of information security, business continuity and disaster recovery planning	▪ Knowledge of organisational structure of both authorities	Application/ Interview/References

	▪ Capable of producing high quality project documentation and reports ▪ Analytical skills and the ability to interpret management information/reports ▪ Ability to work as part of a team as well as on own initiative ▪ Ability to prioritise work and meet deadlines effectively ▪ Adopt a flexible approach to working hours to meet the needs of the service ▪ Ability to innovate and improve the service		
Specific behaviours relevant to the post	▪ Personal effectiveness ▪ Joined up working ▪ Communication ▪ Flexibility ▪ Learning and developing ▪ Putting customers first		Application/ Interview
Other requirements			Interview/References

Person Specification dated January 2019