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| **Job Description** |
| **Post title** | ICT Officer (Applications) |
| **JE Reference No** | N6720 |
| **Grade** | 9 |
| **Service** | Resources |
| **Service Area** | Digital & Customer Services – Applications and Development |
| **Reporting to** | The post holder will be accountable to the ICT Project Manager |
| **Location** | Your normal place of work will be at one of the Council offices within County Durham. |
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| **DBS** | This post is subject to a Basic disclosure. |
| **Flexitime** | This post is eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

To assist the ICT Project Manager to provide ICT technical skills relevant to ICT application development and support. To work as part of a team and to provide customers and other ICT staff with relevant support and assistance.

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| **Duties and responsibilities** |

Listed below are the primary responsibilities of this role:

* You will be expected to contribute towards the delivery ICT Services to all customers and contribute towards completing the tasks and meeting the targets incorporated in the group’s Operational Plan that is reviewed on an annual basis.
* You will work as part of a team and take direction from the ICT Project Manager to ensure the provision of an effective and efficient service to customers. You should expect your duties to vary as workloads within the Service area change.
* Development of improvements to service delivery in line with industry best practice and in support of best value objectives
* Application development using .NET framework, C#, Oracle & SQL databases
* Provide application maintenance and support for in-house applications
* Provide application support for third party applications
* Developing and supporting system integration
* Contribute to projects and/or work groups in a structured project management environment
* Liaise with third party suppliers
* Work with customers to meet and fulfil business requirements
* Work with other ICT staff to resolve ICT incidents and problems in an ITIL environment
* Provide technical advice and support to customers and other ICT staff
* Contribute towards completing the tasks and meeting targets incorporated in the ICT Strategy and Service Plan
* Work as part of a team and take direction from the team leader to ensure the provision of an effective and efficient service to customers.
* Duties may vary as workload changes and you may be required to move teams in response to such workloads
* Maintain accurate records relating to work carried out
* Produce documentation where appropriate
* Assist with system specification/design, project management and system implementation.
* Assist with monitoring and review of system performance and the production of relevant reports and statistics.
* Adhere to Application Change and Source Control procedures and practices
* Be responsible for managing small projects and/ or project tasks within service area as requested.

**Operations**

* Provision of support to customers and other ICT staff.
* Assist with the development of Policies and Procedures to support operational requirements. Provision of support to customers and other ICT staff.
* Maintain accurate manual and electronic records relating to all work carried out and produce relevant documentation where appropriate.
* Contribute to Security and Risk Management
* Assist with preparation of team’s operational plans
* Project and Change management
* Assist with management of the service area
* Assist with system specification/design, project management and system implementation.
* Assist with monitoring and review of system performance and the production of relevant reports and statistics.
* Assist with preparation of team’s operational plans
* Where required, to participate in the ICT Services 24 hour Support Team providing support services to both internal and external clients.

**Communications**

* Observe and adhere to the communications standards in operation within the Service.
* Assist in promoting and improving communications within the Group and with other Groups.

**Performance management**

* Assist the ICT Manager in meeting agreed performance standards in relation to the post.

The above is not exhaustive and the post holder will be expected to undertake any duties, which may reasonably fall within the level of responsibility, and the competence of the post as directed by the Head of Service.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * NVQ Level 4 or equivalent in either a public sector or a business / finance related discipline and/or experience of working in Application development and Support environment developing and supporting basic, medium sized applications.
 | * Further relevant technical or vocational qualifications
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| Experience | * Ability to effectively communicate with different audiences
* Understand organisational structures, relationships and influences
* Effective management of change
* Experience in customer services or information management
* Proven experience in working with customers
* Proven experience of planning and structuring information
* Proven experience of systems integration.
* Demonstrable Developing in Oracle Forms and reports and/or.Net software development in C# or VB Applications
* Proven responsibility in managing projects
 | 1. Experience of managing projects
2. Knowledge of database interfaces, SQL/ORACLE
3. .Net software development in C# or VB
4. Web application development
5. Scripting
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| Skills & Knowledge | 1. Ability to work with limited supervision
2. Ability to plan and organise work
3. Attention to detail
4. Knowledge of an ICT service
5. Knowledge of Microsoft Office applications
6. Hand-coding skills, HTML and CSS
7. Adobe Acrobat
8. All major browsers.
9. Current security issues
 | 1. Awareness of HTML
2. Report and policy writing
3. Knowledge of local government
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| Personal Qualities | * Willingness to work as part of a team
* Access to car or means of mobility support (if driving then must have a current driving licence and appropriate insurance).
* May be required to work outside of normal office hours and where requested to partake in the Services on-call rota
* Pleasant manner when dealing with colleagues and customers
* Tactful, discreet
* Flexible approach
* Willingness to learn
* Enthusiastic, self-motivated
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