**TITLE OF POST:**  **ICT CO-ORDINATOR (FIXED TERM CONTRACT)**

**GRADE: SCALE 5 (SCP 22-25)**

**RESPONSIBLE TO: ICT DELIVERY MANAGER**

**MAIN PURPOSE OF JOB:**

Under the guidance of the ICT Delivery Manager, to undertake the support and delivery of duties within the function which contribute to the provision of an excellent service, whilst ensuring the effective use of resources. To support department managers in the delivery of exceptional services to our community and key stakeholders.

# 1 GENERAL DUTIES

* 1. To promote the Service Vision, ‘Creating the Safest Community’.
  2. To work effectively and efficiently to support line management in the delivery of the department’s aims and objectives.
  3. To maintain appropriate and robust information systems within the department.
  4. To maintain positive and effective liaison links with organisations and partners as appropriate.
  5. To support the preparation and production of a variety of quality information for inclusion in management and departmental reports.
  6. To ensure compliance with the Data Protection Act and to ensure data security is maintained.
  7. To ensure relevant knowledge is up to date.
  8. To identify and recommend areas of potential improvement.
  9. To represent the function at internal and external meetings and events and take minutes when required.
  10. To support the activities of the function and diary management for line management where required.
  11. To support colleagues with their work as required.
  12. To attend internal and external training courses as necessary.
  13. To undertake any other duties as appropriate to the role.

1. **ROLE SPECIFIC DUTIES**
   1. Ensure all policies and procedures within the function are adhered to and in accordance with regulations, value for money and lean thinking principles.
   2. Provide firstline support and assistance and second line problem solving of more complex problems to users on ICT based incidents and prioritise accordingly.
   3. Provide advice and guidance to all Service personnel regarding ICT support and administration issues.
   4. Coordinate the ICT Helpdesk as required to keep all calls up-to-date, including successful call completions, status updates and brief descriptions of fault resolutions.
   5. Responsible for the management of all desktop hardware and software assets and the support and maintenance of any desktop infrastructure e.g. VDI. This will involve managing upgrades or rollout projects as required.
   6. Build and maintain PC images with all relevant software versions, patches and anti virus updates to help minimise support issues.
   7. Effective liaison with internal and external stakeholders including third party suppliers to ensure Service Level Agreements and contractual obligations are adhered to.
   8. Identify and report all issues not under TWFRS ICT control which are believed to be affecting the performance of the ICT systems e.g. air conditioning system failures.
   9. Assist the ICT Infrastructure Advisors as necessary with system level changes that need to be configuration managed.
   10. Support the control room and mobilising system by ensuring the availability of ICT services.
   11. Co-ordinate and undertake a wide variety of administrative duties relating to the ICT function including managing and maintaining the ICT Asset Management register to track ICT equipment and software.
   12. Develop and produce a variety of departmental reports and documents, providing data and information as appropriate to inform decision making. To arrange ICT related meetings and take minutes where appropriate.
   13. Assist in the creation of and maintenance of all system documentation as required.
   14. Ensure that the fireproof safes are kept in a tidy, catalogued order for all backups, master software copies and any other data stored therein.
   15. Provide out of office cover with regards to support and maintenance schedules in respect of ICT services as required.
   16. Ensure compliance with the Data Protection Act and ensure data security is maintained.
2. **HEALTH AND SAFETY (GENERAL POLICY)**
   1. By reference to current health and safety legislation and the Service's Health and Safety Policy to ensure that all employees:-
   2. Consider the safety of other persons who may be affected by their acts or omissions and to cooperate with their employer to perform and comply with any duties or requirements imposed upon them.
   3. Work with machinery, equipment and substances in accordance with information and training provided.
   4. Refrain from intentionally misusing or recklessly interfering with anything that has been provided for the purpose of health, safety and welfare.
   5. Report any hazardous defects in plant and equipment, or shortcomings in the existing safety arrangements, to a responsible person without delay.
3. **EQUALITY AND DIVERSITY (GENERAL POLICY)**
   1. To ensure an understanding and commitment to equality and diversity in accordance with service policies and procedures and demonstrate positive promotion of equality and diversity principles through working to the Service’s core values.
   2. To champion the principles of equality and diversity and provide appropriate advice, guidance and support.
   3. To challenge inappropriate behaviour and non-compliance with equality and diversity policies, procedures and principles.
4. **SAFEGUARDING** 
   1. To promote the application of the Authority’s Safeguarding Policies.
5. **ENVIRONMENT STRATEGY**
   1. To demonstrate an understanding and commitment to the Service’s Environment Strategy, in relation to the environment and carbon reduction policies.