

**Job Description**

**Job Title:** Technical Support Officer Level 2

**Salary Grade:** Grade 6

**SCP:** 28 - 31

**Job Family:** Organisation Support

**Job Profile:** OS4

**Directorate:** Corporate Services

**Job Ref No:**

**Work Environment:** Office Based

**Reports to:** Business Services Team Manager

**Number of Reports:** None

**Purpose:**

* To lead the delivery, maintenance and support of a specific technology area or areas with responsibility for working within the application framework / parameters required to meet business need.
* To work alongside business leads, providing technical advice and support to optimise the performance and deliverability of a specific technology area or areas.
* To work on own initiative to very demanding timescales whilst undertaking third line duties alongside a scheduled, planned workload.
* To lead the delivery of technical elements of projects coordinating planning and resourcing activities working under the direction of Technical Specialists and / or Business Services Team Manager.
* To work alongside and influence stakeholders and third party suppliers to achieve optimum proposals aligned to the council’s technical architecture strategy.
* To support the maintenance and on-going development of the technical architecture strategy for given business services applications.
* To be responsible for all aspects of on-going support provided by the ICT Service and ensure awareness of and involvement in any developments.
* To be directly responsible to Technical Specialists and / or the Business Services Team Manager for all delivery, maintenance and support activities relating to the ICT Service.
* To develop specific technical and / or business related specialisms which can be used to diagnose and resolve incidents in a timely manner.

**Key Responsibilities:**

The key responsibilities of the role are detailed below:

* To lead the delivery, maintenance and support of a specific technology area with responsibility for; customisation, upgrades, maintenance and on-going support.
* To keep up to date with technical innovations within specific technology area or areas and lead the delivery of technical elements of projects coordinating planning and resourcing activities to ensure solutions are optimised within the Council’s environment.
* To maintain roadmaps and all necessary technical documentation for technology area or areas of expertise.
* To liaise with suppliers in relation to the technology area or areas supported where necessary, such as around change requests and incidents.
* To ensure that the Technical Architecture Strategy is maintained and developed for a specific technology area or areas.
* To act as technical lead on business or ICT led projects, providing advice and guidance to support the project and see it through to conclusion. This may include providing support and advice to other staff within the ICT Service of a technical nature.
* To identify and analyse operational problems within technology area or areas, and lead the resolution of such problems, working alongside third party suppliers and key stakeholders.
* To develop implementation plans when dealing with requests for change, evaluating risks, and reviewing effectiveness of change once implemented and suggesting improvements to procedures governing change process if appropriate.
* To resolve queries using judgemental, creative and analytical skills.
* To liaise with service areas and stakeholders on release scheduling to ensure successful deployment of functionality to maximise operational effectiveness and business benefits.
* To manage own workload, with minimal supervision, including reprioritisation, if necessary after discussion with Technical Specialists and / or the Business Services Team Manager.
* To deal with incidents and service requests liaising with colleagues and external parties where necessary ensuring appropriate escalation if resolution beyond remit of post holder.
* To monitor service delivery, if necessary maintaining records of relevant information and producing management information.
* To provide advice, support and guidance to colleagues relating to procedures and policies within the ICT Service.
* To contribute to plans and strategies under the guidance of the Business Services Team Manager and Technical Specialists.

**Other Duties :**

The post holder must carry out their duties with full regard to the Council’s Equal Opportunities Policy, Code of Conduct and all other Council Policies.

The post holder must comply with the Council’s Health and safety rules and regulations and with Health and safety legislation.

The post holder must act in compliance with data protection principles in respecting the privacy of personal information held by the Council.

The post holder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Council records and information.

To comply with the principles and requirements of the Data Protection Act 2018 and GDPR in relation to the management of Council records and information, and respect the privacy of personal information held by the Council