

Northumberland County Council

JOB DESCRIPTION

Post Title: Support Officer -ICT Practitioner SFIA Level 3		Director/Service/Sector ICT		Office Use
Band: 6		Workplace: County Hall Morpeth		JE ref: 1945
Responsible to: Senior Team Leader/Team Leader		Date: January 2011	Manager Level	HRMS ref:
Job Purpose: Will be required to work at a technical level within a specific business area of Information Services. May be involved in a supporting role in implementing small-scale technical projects, dealing with work requests and resolving moderately complex problems, using agreed standards and tools, to achieve a well engineered result.				
Resources	Staff	No direct responsibility but may be required to mentor less experienced support officers.		
	Finance	Some responsibility on a day to day basis for project budgets		
	Physical	Maintain and operate key corporate information systems, ensuring careful use of allocated tools and equipment.		
	Clients	Interacts with and may influence immediate colleagues. May have some external contact with customers, suppliers and partners. May have more influence in own domain.		
Duties and key result areas:				
<div>1. Carries out fault diagnosis relating to moderately complex problems, reporting the results of such diagnosis in a clear and concise manner. Installs or removes hardware and/or software, using supplied installation instructions and tools. Follows agreed standards, having an understanding of external factors that may influence the individuals work including electrical work and potential health and safety issues. Agrees the timing of the work with those affected e.g. users, operations management, including, where appropriate, hand-over to client.</div> <div>2. Conducts tests of the hardware and/or software affected, using supplied test procedures and diagnostic tools. Helps to resolve problems and faults and corrects malfunctions, calling on help from more experienced colleagues if required. Documents results in accordance with agreed procedures.</div> <div>3. Uses the facilities of the tools and systems available, to monitor and report on regular activities, which are subject to the Service Level Management process and SLA's or OLA's (Operational Level Agreements), such as job activity, transaction processing, network activity, databases activity etc.</div> <div>4. Receives and logs requests for support from help desk, other service delivery staff and/or users. Prioritises requests in accordance with agreed criteria. Within own area of competence and following agreed procedures, investigates issues and other requests for support and determines appropriate actions to take.</div> <div>5. Carries out routine tasks associated with operating and controlling the installed hardware and software. This may include multiple hardware or software platforms.</div> <div>6. Carries out required monitoring, logging and reporting tasks. Takes action on known errors and documented workarounds, logging such actions and advising supervisor or specialists when management or specialist attention is required.</div> <div>7. Responds to simple enquiries from users, specialists and others and takes appropriate action, within defined limits of responsibility or area of specialism, to deal with processing priorities, running tests, or facilitating and overseeing installation, removal, upgrading and repair of equipment.</div> <div>8. Specification, installation, support and maintenance of Personal Computer equipment including laptops and other hand-held devices as technology advances.</div> <div>9. Good knowledge of the Microsoft Portfolio of products to include: Word, Excel, Exchange/Outlook and Access.</div> <div>10. Able to support the installation and maintenance of servers utilising Windows and Solaris and provide support to a moderately complex level..</div> <div>11. Knowledge of communications networks, predominantly utilising CISCO equipment. Understanding of Voice over IP (VOIP) technologies and their implementation across the Council's telephone network.</div> <div>12. Knowledge of Internet technologies, the use of filtering software and hardware, anti-virus products and an appreciation of network security issues.</div> <div>13. Knowledge of databases and server systems, their place in the market and their implementation at the Council.</div> <div>14. Backup, Recovery and Security technologies and their use at the Council.</div> <div>15. Ability to provide help and guidance to users on the Microsoft portfolio of products.</div> <div>16. Some Understanding of business specific applications and how they relate to each other.</div> <div>17. Installation, support and maintenance of Database systems.</div> <div>18. Knowledge of Multi-tiered and Client Server technologies.</div>				

19. Knowledge of Intranet and Internet technologies and supporting technologies, for example Apache or IIS web servers.
20. An appreciation of security issues is expected.
21. A sound knowledge of backup and recovery techniques is expected with some practical experience of using relevant database backup and recovery tools.
22. Other duties appropriate to the nature, level and grade of the post.

Work Arrangements

Transport requirements:	Some travel to other work sites, area offices or training venues throughout the County and occasionally further a-field.
Working patterns:	Normal office hours but flexi-hours may apply, if colleagues provide cover. Some standby or call out arrangements may apply.
Working conditions:	Minimal exposure to working outdoors.

Northumberland County Council

PERSON SPECIFICATION

Post Title: Support Officer ICT Practitioner SFIA Level 3	Director/Service/Sector:	Ref: 1945
Essential	Desirable	Assess by
Qualifications and Knowledge		
A general standard of literacy and numeracy A technical qualification or evidence of competency in IT. Actively undertaking ongoing continuous professional and personal development. Appropriate degree or equivalent qualification	.	
Experience		
Competence in using Microsoft Office, Oracle applications, word processing, spreadsheets and database systems. An active desire to provide effective customer centred services.		
Skills and competencies		
Very effective IT skills and ability to understand and develop the use of ITC to achieve work objectives. Numeratorate and able to analyse business related statistics. Ability to work methodically and systematically. Adopts a collaborative approach to work. Absorbs technical information, when it is presented systematically and applies it effectively. Performs a broad range of work, sometimes complex and non-routine, in a variety of environments. Will need to manage multi skilled teams in the delivery of some ICT projects including the organising and delegation of tasks		
Physical, mental and emotional demands		
Generally works from a seated position with regular need to walk, bend or carry items. Need to maintain general awareness, with lengthy periods of enhanced concentration. Works under general supervision. Uses discretion in identifying and resolving complex problems and assignments. Usually receives specific instructions and has work reviewed at frequent milestones. Determines when issues should be escalated to a higher level. Works under general supervision. Interacts with and influences department/project team members. May have working level contact with customers and suppliers. In predictable and structured areas may supervise others. Makes decisions which may impact on the work assigned to individuals or phases of projects. Is aware of Health & Safety issues. Identifies and negotiates own development opportunities. Has sufficient communication skills for effective dialogue with colleagues. Is able to work in a team. Is able to plan, schedule and monitor own work, within short time horizons. Has responsibility for complex and highly connected ICT, therefore requiring considerable precision and accuracy of support activities to minimise the impact on business.		
Motivation		
Dependable, reliable, a good timekeeper and effective guide/mentor to subordinate staff.		

<p>Demonstrates and encourages high standards of honesty, integrity, openness and respect for others. Helps to create and encourages a positive work culture, in which diverse, individual contributions and perspectives are valued. Proactive and achievement orientated Able to work with minimum supervision. Understand and uses appropriate methods, tools and applications. Demonstrates an analytical and systematic approach to problem solving. Takes the initiative in identifying and negotiating appropriate development opportunities. Demonstrates effective communication skills. Contributes fully to the work of teams. Plans, schedules and monitors own work (and that of others, where applicable), competently within limited deadlines and according to relevant legislation and procedures. Absorbs and applies technical information. Works to required standards. Understands and uses appropriate methods, tools and applications. Appreciates the wider form of information systems and how own role relates to other roles and to the business of the employer or client. Has to work under significant time pressures requiring accuracy and speed of support duties</p>		
Other		
Able to work outside of normal office hours including weekends, evenings and some early mornings		
Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visit		