

## Northumberland County Council

**JOB DESCRIPTION**

<b>Post Title:</b> Software Development Technician Apprentice Level 3		<b>Director/Service/Sector:</b> Information Services		Office Use
<b>Band:</b> Apprentice		<b>Workplace:</b> County Hall/Agile		JE ref: 3720 HRMS ref:
<b>Responsible to:</b> Team Leader		Date: August 2020	Manager Level	
<b>Job Purpose:</b> Support colleagues with the designs and development of moderately complex programs and program modifications from supplied specifications, using agreed standards and tools, to achieve a well engineered result.				
<b>Resources</b>	Staff	None.		
	Finance	None.		
	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 and suppliers. May have more influence in own domain.		
<b>Duties and key result areas:</b> <ol style="list-style-type: none"> <li>1. Uses the facilities, tools and systems available, as directed, 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).</li> <li>2. Investigate and design moderate application developments as identified by end users, and as scheduled on the development plan.</li> <li>3. Within own area of competence and following agreed procedures investigates issues and other requests for support and determines appropriate actions to take.</li> <li>4. Carries out routine tasks associated with operating and controlling the installed software. This may include multiple software platforms.</li> <li>5. 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.</li> <li>6. Report regularly to the supervisor on progress, drawing attention to problems which cannot be resolved on your own authority.</li> <li>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 of software.</li> <li>8. Advise and assist less experienced Development Officers in the performance of their duties.</li> <li>9. Attend training courses as requested.</li> <li>10. Assist in the handover of new systems to the service delivery wing of Information Services, including the preparation of the necessary documentation.</li> <li>11. Other duties appropriate to the nature, level and grade of the post.</li> </ol>				
<b>Work Arrangements</b>				
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.		

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**PERSON SPECIFICATION**

<b>Post Title:</b> Software Development Technician Apprentice Level 3	<b>Director/Service/Sector:</b> Information Services	Ref: 3720
<b>Essential</b>	<b>Desirable</b>	Assess by
<b>Qualifications and Knowledge</b>		
5 GCSEs (especially English, mathematics and a science or technology subject); other relevant qualifications and experience; or an aptitude test with a focus on IT skills. An understanding of information technology services within local government	.	
<b>Experience</b>		
<b>Skills and competencies</b>		
Effective use of IT software applications and other specialist equipment/resources Good command of english and grammar Good IT and keyboard skills Good problem solving skills Able to work well as a team with other members of staff. Can use own initiative to solve straightforward problems		
<b>Physical, mental and emotional demands</b>		
Commitment to high standards of professional performance. Normally works from a seated position with some need to walk, bend or carry items. Need to maintain general awareness with lengthy periods of enhanced concentration. Contact with public/clients/ partners and internal employees Ability to work to strict deadlines, dealing with conflicting demands, prioritising workload effectively. Ability to support colleagues, resolving conflict, motivating and managing change.		
<b>Motivation</b>		
A Team Worker. Displays a methodical approach. Dependable, reliable and keeps good time. Displays and encourages high standards of honesty, integrity, openness, and respect for others. Willingness to acquire new skills and abilities. Able to exercise discretion and seek advice when necessary. Manages own time effectively. Tackles problems systematically. Ability to work under pressure to meet deadlines. Willingness to participate in any training relevant to the post		
<b>Other</b>		
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