

Northumberland County Council

JOB DESCRIPTION

Post Title: ICT Network, Applications and E-Learning Developer		Director/Service/Sector: Children’s Services, Northumberland Skills Service		Office Use
Band: 6		Workplace: Any Northumberland Skills Campus		JE ref: 3131 HRMS ref:
Responsible to: Team Leader Information Services		Date: 06.02.2016	Manager Level: N/A	
Job Purpose: To lead the technical support and ICT Developments for the adult learning curriculum network and virtual learning environment across Northumberland. To develop streaming, applications and planned exception and technologies to support the programme and widen access to teaching and learning.				
Resources		Staff	Apprentices in area of responsibility.	
		Finance	Contributing to the efficient use of the ICT resources and effective team planning of the infrastructure renewal. Make small scale applications for the funding to support ICT developments.	
		Physical	Movement and installation of IT equipment across Northumberland. Responsible for technical support at a wide range of Northumberland Skills centres across Northumberland.	
		Clients	Post involves extensive work with learners and staff. It also involves work with Information Services and External Suppliers.	
Duties and key result areas:				
<div>1. To develop and co-ordinate the curriculum network help desk, and ensure timely support by diagnosing problems, triage and prioritise work. Carry out repairs and maintenance as required, monitoring, logging and reporting of tasks on simple and complex problems. Ensure a library is kept of fixes to enable responses to improve our time. To refer staff appropriately to the NCC Helpdesk for the NCC Network.</div> <div>2. To lead the development of Google products across the service. To develop and manage a learner focused self-help system for usernames and passwords, Bring Your Own Device and reliable digital streaming solutions for off-site locations to enable classes to be streamed from permanent bases.</div> <div>3. To support staff using portfolios as needed. To investigate and exploit free/low-cost high-quality IT resources, that will support good and outstanding teaching. Install, train and roll out as required.</div> <div>4. To support IT audits and ensure secure policies and disaster recovery plans are in place and fit for purpose. To carry out testing of disaster recovery.</div> <div>5. To carry out regular Centre ICT surveys and schedule regular maintenance, making recommendations for improvement as required.</div> <div>6. To ensure the ICT Acceptable Use Policy is up to date and fit for purposes. Ensure that appropriate checking against the policy is in place and sanctions are applied in accordance with the policy. To support evidence gathering where breaches of the policy are suspected and to ensure confidentiality with the investigating officer.</div>				

7. To ensure that forensic software is operating well and that reporting from the system is being supplied in a timely manner to the PCE duty officer. To participate in the PCE duty rota. To support evidence gathering where safeguarding concerns are suspected and to ensure confidentiality with the duty Safeguarding and Prevent Officer.
8. To research and develop learner and staff information on e-safety and any related relevant subjects. Proactively promote information online and in learning environments. Advise staff and learners of current trends, threats and opportunities in technology developments.
9. Develop standard e-displays for adult learning reception areas and maintain it at times. Work with colleagues to procure relevant information including site, SHEDSS and learning, volunteering and job opportunities and develop appropriate displays.
10. To investigate replacement policies and development projects as required ensuring that the network is fit for purpose for good and outstanding teaching and learning. Make recommendations to the leadership team for ICT investments.
11. To direct colleagues in the correct purchases of IT hardware and software as appropriate, ensuring procurement rules are adhered to. Contribute to the preparation and submission of small-scale funding applications for ICT resources.
12. Develop and run a proactive programme of training in basic maintenance, using software and applications, and use of IT resources to support effective teaching and learning. To promote methods of using technology to limit staff travel across the country.
13. To contribute to the team self-assessment and business improvement planning on matters related to ICT Technical Support and ensure the effective operation of the work.
14. To take part in a daytime and evening rota of site, first aid and fire warden cover as required by the manager.
15. To ensure the maintenance of safe working practices and environments for all staff and learners in accordance with the policies of Northumberland County Council and relevant legislation.
16. To be committed to equal opportunities and to comply with the County Councils diversity and equality policies. To be committed to safeguarding learners and follow policies, practices and procedures in relation to protecting children and adults.
17. To be committed to a professional self-development making full use of training and development opportunities identified through appraisal. To ensure job knowledge is updated by participating in educational opportunities, reading publications, attending team meetings and participate in and maintain professional networks.
18. There will be a requirement for unsupervised contact with children/young people in this post whether through teaching, advice and guidance, general or technical support.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on the basis.

Work Arrangements

Transport requirements:	Will involve travel throughout the sites and further afield on occasion for training.
Working patterns:	Working may include additional working at peak periods including during any site closure periods to ensure projects are delivered on time and reduce down time for learners.

Working conditions:	<p>Flexible working hours apply subject to the needs of the service and requirement for working on a rota being met. Some standby or call out arrangements may apply</p> <p>Mainly Indoors</p>
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PERSON SPECIFICATION

Post Title: ICT Network, Applications and E-learning Developer	Director/Service/Sector: Community Health and Well Being – Learning and Skills – Adult Learning	Ref: 3131
Essential	Desirable	Assess by
Knowledge and Qualifications		
<ul style="list-style-type: none"> Level 4 or higher qualification in ICT for Practitioners or similar Knowledge of IT systems in a networked environment Highly developed knowledge of both PC and apple products Actively undertaking ongoing continuous professional and personal development 	<ul style="list-style-type: none"> Networking qualifications 	A, I
Experience		
<ul style="list-style-type: none"> Significance experience of using Oracle and Net Applications Experience of data analysis Experience in information report writing and design and operate programme Experience of building, managing and developing IT networks Significant experience of Google and Microsoft applications Significant experience of operating systems Experience of managing and developing, virtual teaching, learning environments and VLE content Experience of digital streaming Experience of managing online examination platforms An active desire to provide effective customer services 	<ul style="list-style-type: none"> Experience of writing reports Experience of database development Experience of carrying out self-critical auditing of records 	A, R, I
Skills and competencies		
<ul style="list-style-type: none"> Highly developed IT Master new technologies quickly Able to accurately and quickly with attention to detail Generally works from a seated position with regular need to walk, bend or carry items Need to maintain general awareness with lengthy periods of excellent enhanced concentration Works under some supervision. Uses discretion in resolving problems or enquiries Works without frequent reference to others Interacts with and may influence immediate colleagues May have some external contact with customers and suppliers Is aware of health and safety issues Identifies and negotiates own development opportunities 	<ul style="list-style-type: none"> Innovative and creative thinker 	A, R, I, P

<ul style="list-style-type: none"> • Has sufficient communication and interpersonal skills for effective dialogue with colleagues • Work in a team • Can plan, schedule and monitor own work, within medium term 		
Physical, mental and emotional demands		
<ul style="list-style-type: none"> • Some contact with public/clients in dispute with the County Council • A strong corporate orientation and a commitment to tackling issues • Larger element of working with computers • Ability to work under pressure and meet tight deadlines • Ability to cope with conflicting demands and difficult contact from staff e.g., where there are technical issues with an urgent need for a solution like exam platforms • Able to move, erect and dismantle training equipment and resources 		I
Other		
<ul style="list-style-type: none"> • Committed to equality and diversity and safeguarding • Committed to health and safety • Committed to client confidentiality • Able to independently meet the travel requirements of the post 		I

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/visits