

Job description

Job title: ICT User Support Officer – Level 1, 2, 3 & 4

Grade: Level 1 = Grade 4
Level 2 = Grade 6
Level 3 = Grade 8
Level 4 = Grade 1

Job evaluation reference: IT084 a,b,c,d

Job family: Information Technology

Purpose and impact

1. To ensure the day to day delivery and support of customer focused operational ICT services (to include incident management (1st/2nd line), request fulfilment, deskside support) to agreed performance levels.
2. To provide excellent customer experience of ICT operational support services.
3. To take personal responsibility for increasing user productivity when using ICT to the benefit of the council, the service and the user.
4. To identify and promote opportunities to improve ICT operational services.

Key responsibilities – Level 1:

5. Work under close supervision performing routine activities in a structured environment.
6. Install and remove hardware and/or software using supplied instructions and tools. Conduct tests and correct malfunctions. Carry out specified and routine maintenance procedures and initiate escalation processes when exceptions occur.
7. Enter and monitor service requests via the service management system ensuring that they are being dealt with appropriately and be proactive in identifying and actioning any issues likely to result in an agreed service level being breached.
8. Assist in the investigation and resolution of issues relating to software and/or hardware and respond to common requests for support by providing information to enable problem resolution.
9. Document work and maintain records using required standards, methods and tools.
10. Apply and maintain specific security controls to ensure the confidentiality, integrity and availability of business information systems and comply with organisational security policy.
11. Contribute to the development of quality assurance standards and methods, ensuring continuous service improvement across the function and service.
12. Contribute to identifying own development opportunities and areas for improvement, including developing an understanding of the business environment and customer requirements relevant to the post.
13. Provide assistance to users in a professional manner following agreed procedures for further help or escalation.



NB: The duties and responsibilities of this post are not restrictive and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

NB: Progression from Level 1 to Level 2 will be subject to a vacancy arising at L2 and a competitive process leading to appointment, or forms part of an agreed progression path following an appointment as a development opportunity at a lower level than advertised. The latter will require formal assessment and demonstration of Level 2 job duties and responsibilities. Attainment of the ITIL Foundation qualification is essential.

Key responsibilities – Level 2 - as level 1 plus:

14. Work under routine supervision performing a range of varied work activities in a variety of structured environments. Use own discretion to identify and resolve issues within agreed frameworks and without frequent reference to others. Plan, schedule, document and monitor own work as necessary.
15. Assist with the evaluation, testing and implementation of change requests following standard procedures.
16. Support incident and problem resolution. Maintain records and advise relevant persons of actions taken.
17. Install and remove hardware and/or software using supplied instructions and tools. Conduct tests and correct malfunctions. Carry out specified and routine maintenance procedures and initiate escalation processes when exceptions occur.
18. Manage the effective delivery of service requests and be proactive in identifying and actioning any issues likely to result in an agreed performance level being breached.
19. Assist in the investigation and resolution of issues relating to software and/or hardware to enable underlying causes to be understood and problems to be resolved.
20. Apply and maintain specific security controls to ensure the confidentiality, integrity and availability of business information systems and comply with organisational security policy.
21. Contribute to requirements of the support rota during office hours, and Out of Hours Support as required and in accordance to the published out of hours support arrangements.
22. Liaise and negotiate in a professional manner with colleagues, customers and suppliers, as appropriate, following agreed procedures for further help or escalation.
23. Be proactive in identifying opportunities for improvement in performance across the service, the wider business and within the team with an emphasis on supporting corporate plan objectives, ICT customer satisfaction and reducing cost of ICT service provision.
24. Provide advice and guidance on operational aspects of ICT including procurement of commodity products, technical solutions and new services.
25. Contribute to identifying own development opportunities and areas for improvement, including developing an understanding of the business environment and customer requirements relevant to the post.



NB: The duties and responsibilities of this post are not restrictive and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

NB: Progression from Level 2 to Level 3 will be subject to a vacancy arising at L3 and a competitive process leading to appointment, or forms part of an agreed progression path following an appointment as a development opportunity at a lower level than advertised. The latter will require formal assessment and demonstration of Level 3 job duties and responsibilities.

Key responsibilities – Level 3 - as level 2 plus:

26. Work under general supervision performing a broad range of work, sometimes complex and non-routine, in a variety of environments. Use own discretion in identifying and resolving complex problems and assignments, escalating where appropriate. Demonstrate an analytical and systematic approach to problem solving.
27. Advise on operational ICT matters and be the point of contact and control for requests for ICT services and products. This will include a degree of challenge to ensure that requests are reasonable according to any delegated budgetary constraints or strategy, policy and general guidance whether set corporately or locally.
28. Define scope, business priorities and requirements for small-scale changes and assist in larger scale scoping exercises. Analyse requirements for adherence to business objectives and consistency, challenging positively as appropriate. Work with stakeholders such as suppliers, contractors and internal colleagues to prioritise requirements.
29. Develop and maintain strong relationships with the business/customer and service delivery aspects of ICT. Monitor service delivery performance metrics and liaise with managers and customers to ensure that performance levels are not breached without the stakeholders being given the opportunity of planning for a deterioration in service. This will include maintaining a forward view of customer demand and identifying operational ICT dependencies that may arise from activities in the directorate (for example, office moves or changes in service).
30. Undertake routine installations and de-installations of items of hardware and/or software. Take action to ensure targets are met within established safety and quality procedures, including, where appropriate, handover to the customer.
31. Report details of all hardware/software items that have been installed and removed so that configuration management records can be updated.
32. Provide in-depth support and detailed advice to resolve incidents, issues and problems, including executing specialised tasks. Ensure that incidents, requests and problems are handled according to agreed procedures. Maintain accurate records and create and maintain support and maintenance documentation.
33. Provide specialist advice and coaching to support others.

NB: The duties and responsibilities of this post are not restrictive and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.



NB: There is no progression opportunity between Level 3 & Level 4.

NB: Progression from Level 3 to Level 4 will be subject to a vacancy arising at L4 and a competitive process leading to appointment, or forms part of an agreed progression path following an appointment as a development opportunity at a lower level than advertised. The latter will require formal assessment and demonstration of Level 4 job duties and responsibilities.

Key responsibilities – Level 4 - as level 3 plus:

34. Work under general direction within a clear framework of accountability, performing a broad range of complex technical or professional work activities in a variety of contexts. Exercise substantial personal responsibility and autonomy.
35. Manage smaller projects with responsibility for the work of others and allocation of resources.
36. Provides expertise and support on use of methods and tools.
37. Facilitate scoping and business priority-setting for change initiatives of medium size and complexity. Obtain formal agreement by stakeholders and recipients to scope and requirements. Manage requests for and the application of changes to requirements. Identify the impact on business requirements of interim scenarios as well as the required end position.
38. Monitor service delivery against performance levels. Analyse service performance regularly to identify opportunities to improve. Initiate or report these actions.
39. Monitor actions to investigate and resolve incidents and problems in systems and services. Assist with the implementation of agreed remedies and preventative measures.
40. Engage with and support the commissioning process to ensure that the optimum business solutions are selected and delivered. Ensure that customers and ICT colleagues are briefed on system and service capabilities.
41. Take personal responsibility for professional development and contribute to the continual professional development of the team/function. Mentor junior colleagues and supervise others, where appropriate, and provide professional advice to colleagues.

NB: The duties and responsibilities of this post are not restrictive, and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

Supervision and management

42. Reporting to: User Support Lead Officer

Other factors

43. Office based post with a volume of travelling required to deliver services and attend meetings and conferences locally, regionally and nationally as appropriate to the level and post.
44. Post holders may be required to work for periods within the ICT data centre where conditions can be noisy and dusty, and there may be variations in temperature due to heat from equipment and the action of the cooling system.



- 45. Prepared to work flexible hours including weekends, standby arrangements and/or out of hours support to facilitate system implementation and support.
- 46. Conflicting demands and deadlines are a regular feature of the post, including managing demands made on subordinate staff.
- 47. Where the role is required to work within the Centre of Excellence or any other Children' establishments, an Enhanced or Basic DBS check with be required.

Our values

Our values act as guiding principles, defining what we believe is important in the ways we work together. Our values are Respect, Together, Accountability, Openness and Curiosity. You will need to be able to demonstrate these values in action through the way you work, regardless of your role within the organisation. Information about our values can be found on our website.



Person specification

Your application will be assessed based on your demonstration of how you fulfil the following criteria: you should include clear examples of how you meet these criteria within your application form and during the assessment process.

Essential

Essential criteria are the minimum requirement for the above post and will be assessed through a combination of your application form, assessment, interview and references (as specified below). We will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations Required by law or essential to the performance of the role or both	Assessed through:
1. Possessing a qualification commensurate with the National Qualification Framework Level 2 e.g. GCSE's grades A*-C, NVQ L2	Application form
Level 2&3&4	
2. Recognised IT qualification commensurate with the National Qualification Framework Level 2 eg NVQ L2	Application form
Level 3&4	
3. Possessing a qualification commensurate with the National Qualification Framework Level 3 e.g. A-level, NVQ L3	Application form
4. ITIL Service Management foundation or equivalent	Application form
Experience	
Level 2&3&4	
5. Track record of a customer first approach	Application form
Level 3&4	
6. Track record of contributing to the delivery, support and ongoing maintenance of ICT in one or more areas relevant to the post	Application form
7. Current experience of ICT support and management methods and tools. An in-depth knowledge of at least one area	Application form
8. Experience of providing hardware and/or software support	Application form
9. Experience of responding to customer requests, incident support and implementing changes following formal procedures	Application form
Knowledge	
Level 4	
10. Local authority functions and organisation including challenges, priorities and aims	Application form Interview Assessment
Skills and abilities	



Level 2&3&4	
11. Working in a demanding and busy environment and successfully dealing with prioritisation conflicts	Interview Assessment
12. Able to work consistently and effectively within established work procedures, processes and methodologies	Interview Assessment
Level 3&4	
13. Developing high quality documentation e.g. guidance, procedures, reports	Interview Assessment
14. Able to develop positive customer relationships at a range of levels to respond effectively to customer needs	Interview Assessment
Level 4	
15. Able to contribute to service improvement to deliver better user experience or lower the cost of provision	Interview Assessment
Our values	
16. Respect	Interview Assessment
17. Together	Interview Assessment
18. Accountability	Interview Assessment
19. Openness	Interview Assessment
20. Curiosity	Interview Assessment

Desirable

Desirable criteria will be used in the event of multiple applicants meeting the minimum essential requirements and if applicable, will be assessed through a combination of your application form, assessment, interview and references (as specified below). If you meet the desirable criteria, we will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations	Assessed through:
21. Possessing a qualification commensurate with the National Qualification Framework Level 3 e.g. A-level, NVQ L3	Application form
22. Recognised IT qualification commensurate with the National Qualification Framework Level 2 eg NVQ L2	Application form
23. ITIL Service Management foundation or equivalent	Application form
Level 4	
24. Project Management qualification	Application form



Experience	
25. Experience of providing hardware and/or software support	Application form
26. Track record of a customer first approach	Application form
Level 2&3&4	
27. Track record of contributing to the delivery, support and ongoing maintenance of ICT in one or more areas relevant to the post	Application form
28. Current experience of ICT support and management methods and tools. An in-depth knowledge of at least one area	Application form
29. Experience of responding to customer requests, incident support and implementing changes following formal procedures,	Application form
Knowledge	
30. Local authority functions and organisation including challenges, priorities and aims	Application form Interview Assessment
Skills and abilities	
31. Working in a demanding and busy environment and successfully dealing with prioritisation conflicts	Interview Assessment
32. Able to work consistently and effectively within established work procedures, processes and methodologies	Interview Assessment
33. Level 2&3&4	
34. Developing high quality documentation e.g. guidance, procedures, reports	Interview Assessment
35. Able to develop positive customer relationships at a range of levels to respond effectively to customer needs	Interview Assessment
36. Level 3&4	
37. ICT best practice including formal frameworks and methodologies eg ITIL, design approaches, agile project management	Interview Assessment
38. Able to contribute to service improvement to deliver better user experience or lower the cost of provision	Interview Assessment

Approval

Manager's job title: Head of ICT Operations

Date: 1 September 2019

