

Hart job description and person specification

Job Description

Job title

IT Technical Officer

Department

Corporate Services

Grade

F

Salary

£31,364 - £33,649

Manager

IT Manager

Job summary

To assist in the management, development and user take up of the Council's information technology systems.

- System Management Assist in the build and installation of IT applications and services in order to deliver a range of technologies that meet the needs of the council's IT and Digital strategies
- Development: Assist in the design, development and testing of new council IT systems, documenting high level designs, build scripts and maintenance processes.
- User take up: Assist in the roll out, adoption and training of the council's IT systems to ensure that users maximise the technology available to them.

The post will therefore:

- Make a positive contribution to the Council's core values by being helpful, approachable, responsive and taking ownership of challenges and problems, while making customers feel warm, welcome, wanted and cared for.

Dimensions of Job

- To provide high levels of customer service both internally and externally.
- To promote the HART values by being helpful, approachable, responsive and taking ownership of challenges and problems to ensure they are dealt with effect and authority.

Key Contacts/Communications Links

Internal

- Leadership Team (Chief Executive and Senior Management)
- Members
- Service Managers
- All Officers as required

External

- External Stakeholders
- Government Agencies
- Members of the Public
- Suppliers and Consultants

Main responsibilities and activities

1. Assist with the monitoring and maintenance of computer systems and networks that are the responsibility of Hart DC.
2. Troubleshoot system and network problems, as well as diagnosing and solving hardware or software faults, in conjunction with Hart's 3rd party support contracts
3. Be the first point of contact for help desk tickets and escalate or resolve user issues, where applicable
4. Provide application support to staff or councillors, either face-to-face or over the telephone
5. Help configure and resolve issues to applications that are the responsibility of Hart DC
6. Establish good working relationships with colleagues, customers and other IT professionals, such as 3rd parties
7. Set up and maintain Hart O365 user accounts
8. SharePoint development - assist with the creation and development of the council's SharePoint site and any applications associated with it

9. Provide O365 security and compliance monitoring and reporting
10. Provide general IT support, including procedural documentation and relevant reports to council users
11. Support the roll-out of new IT applications or updates
12. Test and evaluate new IT technologies
13. Maintain documentation and hardware/software registers, where required
14. To undertake any other duties allocated by the Head of Corporate Services or line manager commensurate with the grading of the post.
15. To provide high levels of customer service for our residents, staff, managers and external partners.
16. Make customers feel warm, welcome, wanted, and cared for when they are interacting with you.
17. Promote the **HART Values** by:
 - Being **helpful**
 - Being **approachable**
 - Being **responsive**
 - **Taking ownership** of challenges and problems to ensure they are dealt with appropriately.

Standard Clauses

- To work in an internal and external customer related way in accordance with the Council's core HART values, and in accordance with adopted procedures and good practice.
- To assist in/manage the identification, development and implementation of Manual and Information Technology systems and procedures.
- To comply with the Council's Equal Opportunities policy, Code of Conduct and other relevant policy, procedures, and legislation.
- To comply with and/or ensure compliance with the Council Data Protection Policies and the Data Protection Act and other relevant legislation.
- All employees have a responsibility to ensure they take a vigilant approach at all times to safeguard members of the public, colleagues, and themselves and that they follow adopted procedures and good practice to aid in the identification and effective reporting of any safeguarding concerns.

- In the event of a Civil Emergency to take on any new roles and responsibilities allocated by Leadership Team, and to be available to undertake any training that maybe required to fulfil this role.

(For Management Posts) This post carries specific responsibilities for Health and Safety in particular the carrying out/updating of Risk Assessments.

Hart District Council's Safety Policy and other safety procedures and guidelines are deemed part of this job description. Employees must look after their own health, safety and welfare and be mindful of other persons who may be affected by their acts. Employees must cooperate and comply with management instructions regarding Health and Safety issues and report all accidents, incidents and problems as soon as practicable to their supervisor, manager or other senior members of staff available.

This is not a complete list of all the responsibilities and activities of the job. Some responsibilities and activities may change to meet service needs. These changes will be discussed with the post holder and will not significantly affect the nature or level of responsibility or job grade.

Person specification



Job title

IT Technical Officer

The HART Values

We aim to recruit candidates who are committed to our core values. We want customers to feel warm, welcome, wanted and cared for when interacting with Hart District Council.

To achieve this, all staff should promote the **HART Values** by:

- Being **Helpful**
- Being **Approachable**
- Being **Responsive**
- **Taking ownership** of challenges and problems to ensure they are dealt with appropriately.

The following table sets out the essential and desirable attributes we are seeking for this role.

Attributes	Essential	Desirable	Evidence
Education and qualifications	2 A Levels or equivalent	IT Qualifications/certifications. Degree or equivalent.	Application form and certificate

Attributes	Essential	Desirable	Evidence
Experience and knowledge	<p>Good working knowledge of technology trends and best practice</p> <p>Committed to providing a high quality customer service</p> <p>Good working knowledge of O365, SharePoint , Active directory</p>	<p>Experience in a similar role</p> <p>Experience in supporting and troubleshooting software applications</p> <p>Experience of developing and integrating software systems</p> <p>Experience of public service</p> <p>Experience of IT security threats and controls</p> <p>Experience of liaison and negotiation</p> <p>Experience of data management, data extraction and mapping</p>	Application form and interview

Attributes	Essential	Desirable	Evidence
<p>Skills and abilities</p>	<p>Excellent communication, negotiation and influencing skills including written communication skills</p> <p>High degree of organisational skills and ability to set priorities in relation to workload</p> <p>Ability to self manage.</p> <p>Working well using own initiative whilst also working as a team</p> <p>Ability to build and maintain positive and effective relationships with range of agencies</p> <p>Ability and confidence to organise, arrange and administer multi agency meetings</p> <p>Ability to analyse and interpret data</p> <p>Computer literate and proficient in Microsoft Software</p> <p>Ability to make customers feel warm, wanted, welcome and cared for</p> <p>Ability to take ownership of tasks challenges and problems to achieve an appropriate outcome</p>		<p>Application form and interview</p>

Attributes	Essential	Desirable	Evidence
<p>Personal qualities</p>	<p>Demonstrable record of learning and sharing knowledge with others.</p> <p>Practical problem solver, able to demonstrate originality and creativity.</p> <p>Corporate Awareness.</p> <p>Logical & Structured Thinking.</p> <p>Able to work under pressure without supervision. Good personal organisation and time management. Customer focus.</p> <p>You are able to develop and build positive work relationships.</p> <p>You are innovative and creative, searching for alternative solutions and personally accountable for your own actions</p> <p>You are committed to professional and personal development</p> <p>Ability to manage own time</p> <p>You are committed to delivering the best possible services for residents and internal and external customers</p>		<p>Application form and interview</p>

Attributes	Essential	Desirable	Evidence
Other working requirements	Flexibility for working outside normal working hours. Attendance at external meetings and conferences.		Application form

Signatures:

Job-holder

Manager