

Northumberland County Council
JOB DESCRIPTION

Post Title: Support Officer - ICT Practitioner SFIA Level 2		Director/Service/Sector Transformation/Information services		Office Use
Band: 4		Workplace:		JE ref: 1502
Responsible to: 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 simple problems, using agreed standards and tools, to achieve a well engineered result.				
Resources	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.		
Duties and key result areas:				
<div>1. Responding to instructions or following agreed plans, installs or removes hardware and/or software, using supplied installation instructions and tools. Follows agreed procedures. Takes defined action on simple problems, confirms correct functionality of hardware and soft ware installations and advises supervisor and, if appropriate, users.</div> <div>2. Assists more experienced Support Officers with complex installations, evaluates change requests and works with allied functions.</div> <div>3. Uses the facilities of the 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), 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.</div> <div>5. Carries out routine operations that control data processing, peripherals and communications and networking equipment, including start-up, simple re-configuration, shutdown and normal re-start procedures.</div> <div>6. Carries out routine monitoring, logging and reporting tasks, taking defined action on simple problems. Reports unforeseen or exceptional events to supervisor. Carries out and observes all associated administrative and clerical procedures.</div> <div>7. Uses network management systems, software and appropriate analysis equipment, to collect routine network load statistics and create reports as required.</div> <div>8. Following agreed procedures, receives and handles requests for information and provides routine advice to users on systems, products and services, which are available to them.</div> <div>9. Following agreed procedures, receives and handles requests for support, provides information to enable problem resolution and promptly allocates unresolved calls as appropriate.</div> <div>10. Assists users to make more effective use of desk-top systems, products and services, making initial diagnosis of problems and advising known solutions where applicable.</div> <div>11. Assists in investigating and overcoming simple problems.</div> <div>12. Installs, supports and maintains Personal Computer equipment including laptops and other hand-held devices as technology advances.</div> <div>13. Knowledge of the Microsoft Portfolio of products to include: Word, Excel, Exchange/Outlook and Access.</div> <div>14. Assists with the support and maintenance of servers utilising Windows and Solaris.</div> <div>15. Basic knowledge of communications networks, predominantly utilising CISCO equipment, including Voice over IP (VOIP) technologies and their implementation across the Council's telephone network.</div> <div>16. Basic knowledge of Internet technologies, the use of filtering software and hardware, anti-virus products and an appreciation of network security issues.</div> <div>17. Basic knowledge of databases and server systems, their place in the market and their implementation at the Council.</div> <div>18. Basic knowledge of Backup, Recovery and Security technologies and their use at the Council.</div> <div>19. Ability to provide simple guidance to users on the Microsoft portfolio of products.</div> <div>20. Basic knowledge of the Database systems in use.</div> <div>21. Basic knowledge of Multi-tiered and Client Server technologies.</div> <div>22. Basic knowledge of Intranet and Internet technologies and supporting technologies, for example Apache or IIS web servers.</div>				

23. An appreciation of security issues is expected.
24. 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.

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PERSON SPECIFICATION

Post Title: Support Officer ICT Practitioner SFIA Level 2	Director/Service/Sector:	Ref: 1502
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.		
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. Numerate 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.		
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 routine supervision. Uses minor 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 & 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.		
Motivation		
Dependable, reliable, a good timekeeper and effective guide/mentor to subordinate staff. 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 a rational and organised approach to work.		
Other		

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