

| <b>Post title</b>             | <b>ICT System &amp; Support Administrator</b>                   |
|-------------------------------|---|
| <b>Division / Section</b>     | <b>ICT, Strategy</b>  |
| <b>Service Area</b>           | <b>Corporate Operations</b>                                     |
| <b>Responsible To</b>         | <b>ICT Development Manager, Systems Support Manager or Lead</b> |
| <b>Number of post holders</b> | 15  |
| <b>Acting up/ Secondment</b>  | No  |

### **Purpose of Job**

The post will provide the ICT systems support and administration of ICT services across the Council and supporting transformational change initiatives using technology to enable more efficient and higher quality service outcomes.

The post will be assigned to a work stream dependent on the changing needs and demands of the business and depending on the post holders experience and development needs. Flexibility is essential as the post holder will be expected to undertake different roles in the delivery of services. The postholder will be expected to contribute insight to these roles through their knowledge of how technology, local government and effective business process work and can be improved.

### **Major Tasks**

Support and administration provision, delivery of business change and ICT programmes or in the delivery of business critical ICT services.

Assist with the development of policy, procedure and practice in aspects of the delivery of ICT services.

Draft documentation such as a work stream mandate and interpretation of results and incorporating these in the documentation.

Research and design methods for data collection where appropriate, including interviewing staff.

Take responsibility as a team member for the assurance and management of the ICT service including resolving service problems through negotiation with both end users and suppliers, delivering improvements to ICT service processes which impact directly over a number of users and taking delegated responsibility for an aspect of the ICT service budget.

Provide support to staff in business areas, undertaking business area and smaller scale ICT projects and to work with suppliers to ensure successful delivery of projects.

Assist with supporting the relationship between a major service area and the ICT service, or supporting the relationship between a smaller business area and the ICT service, ensuring the ICT work programme for that business area is aligned to business need, building the case for further investment and ensuring ICT is used to drive transformational change within the business area. The post holder would be expected to have the ability to suggest propositions for change within the business.

Assist with the management of cross-business programmes, to ensure successful outcomes with ICT suppliers.

Provide input to the Management Team regarding implementing Council-wide policy and procedures in areas relating to Security, Risk Management, Information Architecture or Business Continuity

Assist in preparing information to feed in to reports for Council committees and providing advice to Elected Members, Directors and their Management Teams on particular aspects of the ICT service or transformational change programme as required and depending on the level of experience.

Undertake tasks to support information feeding in to feasibility studies into ICT systems used by the Council, assessing them and identifying where improvements need to be made, and making proposals based on this.

Shared responsibility for support, maintenance and development of Council IT systems.

### **Supervision and Management of People (Numbers and type of staff)**

On occasions may be required to indirectly supervise and/or co-ordinate the activities of work area based staff from a number of different service areas on a series of different systems or change initiatives and may have indirect responsibility the monitoring and reporting on service levels targets and contractual milestones for different systems on a day to day basis or for services or projects with a high value.

### **Creativity and Innovation**

This can involve participation in the:

- Preparation and agreement of work area terms of reference and completion of process documentation.
- Planning and monitoring or assisting with the planning and monitoring of programmes of work.

- Design of documentation, for example, for data capture and analysis or work instruction.
- Analysis of information to assist in the development of solutions and proposals, and evaluation of alternative proposals.
- Developing system related proposals and recommendations, and evaluation of alternatives.
- Preparation of draft and final reports and supporting documentation for Council Management Team and Councillors.

### **Contacts and Relationships**

The post has a wide range of contacts with both internal and external relating to the provision of ICT services across the council.

### **Decisions (Discretion)**

The post is expected to make decisions related to:

- Supporting the planning and day-to-day running of a variety of ICT Solutions services and the approach.
- Supporting the preparation of evaluation, proposals and recommendations
- Supporting the presentation of these to business area management and staff together with senior staff if appropriate
- Ad hoc issues as they arise
- Supporting representing the Business Area and, on occasions, the Council, on interagency programmes ensuring that the interests of the Council are secured together with senior staff if appropriate
- Supporting a work stream which may impact across various Council business areas. Such a work stream could easily affect a number of staff in the Council and have significant costs/benefits.
- Receive and deal with a range of issues in accordance with established procedure.

### **Decisions (Consequences)**

The post makes a range of decisions which will have an impact on the outcomes of the area of work, and the systems/organisational arrangements of Council.

### **Resources**

The post will utilise any resources required to ensure that the area of work is completed on time and to the defined objectives.

### **Environment – Work Demands**

The post works in a varying environment, often dealing with conflicting political and other vested interests. This means that the post works with a competing priorities and demands, often within tight deadlines, and often subject to revision, which must be dealt with effectively and diplomatically.

### **Environment – Physical**

Although the post may be exposed to some physical demands these will be predominantly within the range of normal office based activities.

## **Environment – Working conditions**

Although the post may be exposed to some adverse working conditions these will be predominantly within the range of normal office based activities.

## **Environment – Work Context**

Although the post will have some requirement to take care in relation to the working environment, work activities and dealing with people this will not be more than the normal required of a Council employee.

## **Knowledge and Skills**

The post should be qualified to SVQ level 3 or equivalent in an appropriate discipline, however, suitable compensating experience in a relevant field would also be appropriate.

## **Health and Safety**

The Council must abide by relevant health & safety and employment law, as well as the common law duty of care. All members of staff are required take care for their personal health and safety and that of others who may be affected by their actions or inactions. You are therefore required to carry out your duties in a safe manner in accordance with instructions and in compliance with safety rules/procedures, regulations and codes of practice. You are required to advise your line manager if you become aware of any unsafe practice or condition or if you have any other safety concerns and should comply with accident and near-miss reporting procedures.

If you supervise, manage or lead other staff, you are also responsible for ensuring that the Council's operations are carried out in such a way that ensures, so far as is reasonably practicable, the health, safety and welfare of those staff and that of any others who may be affected. You will therefore conduct relevant risk assessments and assign duties with appropriate instructions, in compliance with safety rules/procedures, regulations and codes of practice. You will address and/or escalate any issues of any unsafe practice, condition or any other safety concerns you identify or that are brought to your attention, taking appropriate advice as necessary and will ensure that accident and near-miss reporting procedures are understood and complied with.