

Recruitment person specification

Post being recruited for: ICT Senior Officer (Development) Place

Our Behaviours

These apply to all posts

Respect

Integrity

Flexibility

Person specification

Category	Essential	Desirable
Experience	<p>Experience in ICT service or project delivery.</p> <p>Practical experience delivering ICT work and projects.</p> <p>Experience of developing IT systems and services, ideally in asset management systems.</p>	<p>Experience of working flexibly in an environment where strategic change and continuous improvement exist.</p> <p>Experience of operating in a number of multidisciplinary teams working to deliver specific project(s)/ work packages.</p> <p>Experienced Brightly Confirm user and administrator</p> <p>Experience in using helpdesk systems and providing complex user support and fault finding.</p> <p>Familiarity using integrated Customer Records Management Systems and GIS</p> <p>Use of reporting methods such as Power bi, SQL and business intelligence</p>
Knowledge, skills and understanding	<p>Proven ability to deliver and/or contribute to projects and work streams.</p> <p>Knowledge and understanding of ICT and digital technologies.</p> <p>Enthusiasm for continuous learning and to pick up new skills and system as technology and process update and evolve.</p> <p>Proven record in problem solving and taking ownership.</p>	<p>Present issues effectively and clearly at a variety of forums and have a sound appreciation of the complexity and diversity of Council business.</p> <p>Experience in presenting and promoting council systems.</p> <p>Experience in creating workflow, processes and plans for operations.</p>
Qualifications and training	<p>A degree or an equivalent professional qualification either IT.</p> <p>Relevant experience and demonstrated competence may also be considered in place of a degree level qualification</p> <p>Knowledge of SQL</p>	<p>Qualification in IT Development or Service Management (such as ITIL/Prince2)</p> <p>Experience of Brightly Confirm</p> <p>Experience of using and maintaining help desk systems.</p>
Job specific requirements		<p>Experience of using any aspect of Brightly Confirm</p>