

HARBOROUGH DISTRICT COUNCIL - JOB DESCRIPTION

POST:	Senior ICT Officer
TEAM:	ICT Services
GRADE:	7
POST NO.:	
SERVICE AREA:	Finance and Corporate Services
RESPONSIBLE TO:	ICT Team Leader

VARIATIONS TO STANDARD CONDITIONS OF SERVICE

1. This is a description of the job as it is constituted at the date shown below. It is the practice of this Authority to periodically examine employee's job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to them. You will therefore be expected to participate fully in such discussions. It is the Authority's aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you.
2. May be required to work additional hours at short notice (e.g. if network is down or assist in implementing new systems/software).
3. Casual Car User Allowance.
4. Required to provide out of hours services on an ad-hoc or rota basis.

DATE REVIEWED: October 2020

JOB PURPOSE:

The Senior ICT Officer is a seasoned specialist level role within the IT team holding specialist and generalist knowledge in a range of technologies and disciplines. The role exists to facilitate planned and reactive service activities, including, but not limited to, maintenance, projects and support.

PRINCIPAL RESPONSIBILITIES:

1. Hold, maintain and develop skills to the seasoned specialist level in disciplines appropriate to the delivery of the ICT service as directed by the ICT Manager and in line appropriate policies, strategies and plans.
2. Be responsible for the installation, maintenance, documentation, migration and decommissioning of delegated systems, and the integrity, security and availability of the data and services they provide.
3. Contribute to the creation, planning and delivery of the ICT work plan.
4. To be responsible for managing own planned and reactive workloads in line with the service plan and emerging requirements.
5. To hold, maintain and develop skills to a generalist level in all appropriate ICT disciplines so as to be able to undertake fault diagnosis and resolution as well as business-as-usual activities.

6. To be responsible for mentoring, guiding, motivating and coaching ICT Officers and apprentices within the ICT team on all subjects, and staff from other departments in relation to procedural, technical and data management disciplines..
7. To be proactive in championing change and providing specialist as well as generalist advice and guidance to the wider organisation at all levels in line with relevant policies, procedures and strategies.
8. To be develop and maintain an understanding of business context and drivers in which the IT service is delivered, as well as persuade and influence outcomes.
9. To develop and maintain problem solving skills, knowledge and confidence in order to interpret, evaluate and analyse issues/requirements.
10. To undertake any and all assigned/delegated duties in relation to the delivery of the IT service.
11. To uphold and display the HDC behaviour competency framework to at least level 2.
12. To ensure compliance with all Council policies and statutory requirements and guidance in relation to Equality and Diversity, Equal Opportunities, Health and Safety, Safeguarding and Communication and involvement policies.
13. As a term of employment the post holder may be required to undertake other such duties as may reasonably be required of you in the post and department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments at any of the Authority's establishments.
14. Health and Safety
To be familiar with and at all times comply with:
 - the Council's general health and safety policy,
 - the Council's specific health & safety policies and procedures as detailed in the Council health and safety policy documents, and
 - local department specific health and safety procedures as amended or added to from time to time.
 - To report any unsafe practice, accident, incident, dangerous occurrence or hazard found during the course of your work to your line manager for action.
 - To take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work. To maintain Personal Protective Equipment and to report any PPE that is defective.
 - To co-operate with all staff and members of the authority so far as is necessary to enable all health and safety requirements to be performed or complied with.
 - To ensure anything provided in the interests of health, safety or welfare is not intentionally or recklessly interfered with or misused.

HARBOROUGH DISTRICT COUNCIL – PERSON SPECIFICATION

JOB TITLE: Senior ICT Officer		TEAM: ICT Services	POST NO: ICT15	GRADE: 7	ALLOWANCE: Casual car user	WEEKLY HOURS: 37
CRITERIA:	ESSENTIAL REQUIREMENTS: Minimum requirements for the successful completion of the job	Assess at	ADDITIONAL/USEFUL REQUIREMENTS: Elements that contribute to improved / immediate performance		Assess at	
Qualifications	A degree in a computer related science, or the equivalent vocational training and/or experience	A,E	Current professional qualifications in specific technologies / systems		A,E	
Experience	Substantive experience working in a IT service desk environment in a diverse and complex environment Significant generalist level experience in a range of IT disciplines Seasoned specialist level knowledge and experience in one of more core* technologies and disciplines Demonstrable experience of running ICT related projects	A,I	Experience of working in a Local Authority IT team		A,I	
Knowledge	Specialist knowledge in one or more core* IT technologies and disciplines Generalist IT knowledge covering all core* IT technologies and disciplines Project management techniques such as Prince 2 and Agile Scrum/Kan Ban. <i>*core technologies are subject to change will be listed in the Job Advert and a list maintained within IT</i>	A,I	Recognised certificate or qualifications in core* technologies Recognised certificate or qualifications project management		A,I	
Skills	Excellent written and verbal communication skills Time management skills with the ability to prioritise workload	A,I				

	<p>The ability to work on own initiative within a given scope</p> <p>Full valid driving licence & access to a suitable vehicle</p> <p>Enhanced persuasion and negotiating skills</p> <p>Enhanced persuasion and negotiating skills</p> <p>Refined problem-solving skills</p> <p>Training and mentoring skills</p> <p>Decision maker and problem solver</p> <p>Flexibility of approach</p>			
Other	<p>Required to provide out of hours services on an ad-hoc or rota basis</p> <p>May be required to work additional hours at short notice (e.g. if network is down or assist in implementing new systems/software)</p>	A,I		
Assessment Legend:		A = Application; I = Interview; T = Test or Assessment; E = Evidence (e.g. certificate)		