

## JOB DESCRIPTION

<b>JOB TITLE</b>	IT Officer
<b>GRADE</b>	Band H
<b>REPORTING TO</b>	IT Team Leader
<b>JD REF</b>	C&C0007G

### PURPOSE

Take an active team member role in the delivery of Information & Communications Technology (ICT) systems, software, hardware and procedures to support the service in meeting its statutory, local and national obligations. To be the first point of contact for ICT support, advice and guidance for all stakeholders; engaging with system users to improve business processes and systems to support continuous service improvement.

### MAIN DUTIES AND RESPONSIBILITIES

- Support and be responsible for helping to keep the Fund's ICT systems operational.
- Act as first line IT support for all staff and external users; to include training and skills transfer of systems, hardware/software familiarisation and problem management.
- To take an active liaison role with Digital services and system suppliers in regards problem management. Responsible for ensuring that a 'Request for Change' is accurately documented if development of a solution is required to address the problem.
- Support and enable continuous improvement to the quality of services and processes. Engaging with system users and taking an active role in ensuring developments delivered are fit for purpose and available for use.
- Lead on small projects and undertake significant aspects of large complex technical projects with minimal supervision, negotiating with key partners and providing regular feedback to the IT Team Leader.
- Work with large data sets that require reconciliation with; importing into; or extracting from; complex relational database systems.

- Responsible for the design, creation and publishing of system reports and management information to meet the needs of the service.
- Specify, evaluate, negotiate and make recommendations on third party services or software/hardware solutions for use in a complex business environment.
- Ensure that only authorised access to systems and confidential data is maintained in all systems in use at the Fund, including role maintenance and security access settings.
- To establish and maintain excellent working relationships with Local Authorities and other employers in regard the provision of accurate, timely electronic data to support the Fund in delivering a cost effective and efficient service.
- Handle and lift ICT equipment, including occasional work in areas of constrained space.

## ROLE SPECIFIC KNOWLEDGE, EXPERIENCE AND SKILLS

### Qualification

- Attainment or working towards a professionally qualified/relevant degree (or vocational equivalent) and/or substantial experience.

### Knowledge & Skills

- Excellent literacy and numeracy skills
- Excellent communication and interpersonal skills, having a customer service and quality focused approach
- Ability to work to deadlines
- Advance skills in the use of the Microsoft Office range of software products
- Have clear and precise written and oral communication skills, with the ability to listen to, and influence others
- Ability to analyse user requirements to design, specify, install, develop & support ICT hardware, software, systems and services.
- Ability to identify issues for resolution, including reoccurring problems and providing and managing the solution. Provide evidence of logical/problem solving abilities.
- Detailed knowledge of typical ICT infrastructure components and topology.
- Able to help to identify improvements.



- Able to self-educate from technical documentation over a number of areas.
- Project management of small-scale implementations of hardware, software and systems.

### Experience

- Experience in liaising with system and service owners and suppliers.
- Experience of third-party provider services, ordering and fault reporting procedures.
- Experience in report writing using software and/or SQL development.
- Ability to train members of staff.

## DESIRABLE KNOWLEDGE, EXPERIENCE AND SKILLS

- Knowledge of the Local Government Pension Scheme.
- Knowledge and experience of HTML and PHP.
- Knowledge of ITIL Service Management Framework – particularly in the area of problem and change management.
- Experience of team working.
- Preparation of test plans, test data.
- Preparation and maintenance of systems and user documentation.

## ADDITIONAL INFORMATION

- A degree of flexibility to ensure business continuity – out of hours work to implement developments and upgrades.

### DATE OF APPROVAL:

### APPROVED BY:

