



Job description	
Job title	Principal IT Officer
Grade	Grade K
Directorate	Resources
Section/team	IT/Production Support
Accountable to	IT Analyst
Responsible for	IT Officer/Senior IT Officer
Date reviewed	February 2018

Purpose of the Job

The purpose of this job is to provide support for key Technical infrastructure and to assist in ensuring the IT Service availability and response targets are met.

The post-holder will assist with the support, design, research and development of technology solutions in the areas of IT infrastructure including compute, storage and backup/restore resource management to deliver efficiencies and improve effectiveness. This will also include network switching support. Additionally, the post-holder will provide support to projects across the Council.

Duties and Responsibilities

1. The post holder will take the lead in supporting specified IT services and assist in the co-ordination of IT support across a portfolio of business or technological. The portfolios will be reviewed periodically to reflect changes in the organisational structure and/or technology.
2. Duties will be delivered through existing knowledge, experience, training and skills sharing in order to gain appropriate levels of competence in relevant technical areas and applications.
3. Working with colleagues to assist in the development of processes and procedures to investigate and provide resolutions/work-around for incidents reported in your area of responsibility.
4. Use agreed procedures and tools to monitor and analyse incidents to ensure resolution with target times and provide a proactive role by instigating necessary actions to prevent repeat occurrences.



5. Ensure that resolutions are clearly documented and recorded for future reference.
6. Assist the colleagues in the escalation and co-ordination of problems identified within your area of responsibility ensuring that appropriate internal and external specialists are providing the required levels of support to affect a timely resolution.
7. Ensure that resolutions are clearly documented and recorded for future reference.
8. Assist with the implementation of preventative measures within your area of responsibility.
9. Assess, analyse, develop, document and implement requests for change in your area of work in line with the IT Service change management processes and procedures.
10. Work with colleagues to ensure that the implementation of changes does not compromise the business need for availability.
11. Assist in the documentation and comply with procedures to provide appropriate backups of software and data and test the ability to restore the same.
12. Use agreed procedures to take back-ups and restore when required. Also assist with the regular testing of back-up procedures.
13. Research and recommend improvements to infrastructure, management tools and processes to improve the effectiveness and efficiency of the within your area responsibility.
14. Use agreed procedures to protect IT service components within your area of responsibility against computer viruses/ransomware and other security related threats.
15. Working with colleagues in the IT Service and across the Council to proactively monitor and manage the capacity requirements of IT applications within your area of responsibility to ensure that demand does not exceed capacity.
16. Report any likely or actual excessive demand to the senior colleagues.
17. Assist with the development of release/installation/patch procedures and standards, scheduling and undertaking releases/installation/patch work as required.
18. With minimum supervision from senior colleagues, assess and analyse release components, carry out build, test and implementation to the areas within your area of work.
19. With minimum supervision from senior colleagues, maintain and update national, regional, sub regional and local datasets as required.
20. Assist with post implementation reviews and ensure conclusions are acted upon.
21. Assist in the drafting and maintaining of standards, procedures and documentation to ensure that configuration records are maintained accurately within your area of work
22. Working with all appropriate colleagues, assist in the documentation and maintenance of the interdependence between configuration items.
23. Assist in developing procedures for the administration of the acquisition, storage, distribution, movement and disposal of all hardware and software within your area of work.



24. Support the colleagues in the design, development and implementation of appropriate disaster recovery strategies, processes and procedures.
25. Assist with the implementation and testing of disaster recovery testing within your area of work.
26. Provide support to projects, supervising team members and providing a thorough and timely information flow across all stakeholders.
27. Report successes, areas of concern and lessons learned and carry out any work required to implement identified improvements.
28. Assist the colleagues across the service in clarifying customer requirements, devising solutions, assessing their feasibility and practicality and producing initial estimates, project plans and risk analysis.
29. Work with customers and IT colleagues to understand business requirements relating to IT enhancements, exploitation, integrations and developments.
30. Based on agreed customer requirements assist in the writing of IT specifications for enhancements, exploitation, integrations and developments.
31. Work to specifications and agreed standards to deliver enhancement, exploitation, integration and development of applications seeking, and providing advice and guidance as appropriate, reporting any exceptions to senior colleagues.
32. Assist in the design and development of solutions and contribute to the development of associated strategies within your area of work.
33. Use available resources to gain and maintain an up-to-date knowledge of existing product road maps and future/alternative products within your area of responsibility. Reporting findings and contribute to future policy and strategy development.
34. Exploit software tools to maximise the efficiency and effectiveness of the area of your work.
35. Support and assist colleagues in the delivery of their work, ensuring that adequate resources are available to meet demands and that training needs are identified and reported to the IT Analysts to maintain continuity of support and development.
36. Share knowledge and best practice to enable the development of the next generation of specialists.
37. Support the colleagues in ensuring that the team offers a customer focused service and strives to be innovative as it strives for continuous improvement.
38. Support senior managers in ensuring that the team offers a customer focused service and strives to be innovative as it strives for continuous improvement.
39. Assist in the development and maintenance of good working relationships, with within the IT Service and across the Council to promote confidence in service provision and IT Service.
40. Support the senior colleagues in budget management and by contributing to reports for directorate, corporate, partner and external groups and committees.
41. Provide support to any audit work within your area of work.



42. Ensure that sufficient resources from within your area of responsibility are available to cover the expected hours of IT service availability.

General

1. To understand and comply with all policies and procedures relating to the post holder's employment with the Council and the execution of their duties.
2. Uphold equal opportunities in employment, in advice, during service delivery and comply with all requirements of the Health and Safety legislation, data protection and Council Policy, taking appropriate action where necessary.
3. Performing such other appropriate duties as set by officers of the Service's Senior Management Team, undertaking such duties that will assist the IT Service and the Council in meeting its objectives and contributing to the personal development of the post holder.

Communication:

1. Liaise with both internal and external customers (including vendors) at appropriate levels and escalate matters to the IT Analyst as required.
2. Ensure regular and meaningful communication is maintained with the customer and other relevant stakeholders when dealing with a fault or issue.
3. Support the team meeting process to provide a means for bi-directional communication.
4. Ensure that appropriate communication is undertaken across the IT Service to facilitate the smooth delivery of IT services to customers.

Health and Safety

- To use equipment as instructed and trained
- To inform senior management of any health and safety issues which could place individuals in danger

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use policy and Data Protection Policy,
- Protect the council's information assets from unauthorised access, disclosure, modification, destruction or interference,
- Report actual or potential security incidents.

Knowsley Better Together – Staff Qualities



The following qualities have been adopted by the Council and apply to all employees. You are expected to embrace and display these qualities. Your line manager will discuss your behaviour with you, during your My Time and My Time Extra meetings.

- **Integrity.** You are required to be open and honest, maintain high standards of personal behaviour and display strong moral principles.
- **Accountability.** You must take personal responsibility for your actions and decisions and understand the consequences of your behaviour.
- **Communication.** You must listen and talk to others, taking account of other people's points of view. You should share information and strive to work together.
- **Respect.** You must treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can.