

JOB SUMMARY

Post Title	ICT CCR Officer						
Job Family	<i>Business Support</i>	Pay Range	6	Line Manager to others?	No	Role profile ref	BS06
Service Area	<i>ICT</i>						
Line Manager	<i>ICT CCR Team Leader</i>						
Location	<i>County Hall (Agile)</i>						

Job Purpose

To help provide a high-quality ICT CCR service within ICT. Ensuring Configuration, Change and Release (CCR) management processes are followed within ICT. To work with the ICT Managers to ensure the proactive and continual improvement of CCR to ensure the delivery of robust, reliable and cost-effective ICT, which meets customer needs and expectations as, agreed in all corporate Service Level Agreements (SLA's).

Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)

- To provide effective CCR for the department including the support and administrations of the Configuration, Change and Release Management Processes, purchasing, stock control, asset management, training administration and other services as required.
- Work with all ICT teams to demonstrate and administer the correct use of ICT CCR processes ensuring they work together to continuously improve service delivery, meet service level agreements and exceed national and local performance standards.
- To provide an effective customer centred CCR service to clear performance standards and targets, which meets and where possible exceeds customer expectations as included in all SLA's.
- To provide a service that ensures CCR supports the management of the council's entire ICT infrastructure in a proactive way in accordance with the targets and times set in corporate SLA's.
- To maintain comprehensive up-to-date details of all systems and services within the remit of the post, including fully documented standing operating procedures, emergency operating procedures and other similar material.
- To create and maintain the ICT "e-procurement" catalogue, processing orders, invoices and other procurement related tasks as necessary.
- To liaise with suppliers over any faulty or incorrect orders, arranging returns as required.
- To accept in the department all deliveries, keeping and maintaining accurate records of all ICT stocks ensuring that all items are recorded in the ITSM database when required.
- To maintain effective liaison with customers at all times and, in particular, to ensure that customers are kept fully informed in the event of problems.
- Ensure information in the ITSM database is accurate and up to date for all areas of the team's responsibilities, to enable the creation and production of management performance reports as and when required
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Knowledge, Skills and Experience

Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Practical experience within the relevant working environment.	<i>Practical experience of providing robust, reliable ICT Configuration, Change and Release Management processes.</i>	E	
	<i>Experience of supporting the implementation of new systems and services to specification, time and budget.</i>	E	
	<i>Experience of ICT administration, including purchasing, stock control, asset management and similar areas.</i>	E	
	<i>Experience of performance management-based services.</i>	E	
	<i>Experience of working within an ITIL based ICT department.</i>	E	

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Working knowledge of relevant processes and systems.	<i>Understanding of Configuration Management processes and their potential for delivering effective services.</i>	E	
	<i>Understanding of the Change Management process and their potential for delivering effective services.</i> <i>Understanding of the Release Management process and their potential for delivering effective services.</i> <i>ICT technical knowledge to ensure the correct change control processes are followed when Change Request Forms (CRF's) are received.</i> <i>ICT technical knowledge to enable the role holder to work closely with colleagues elsewhere in ICT and to enable the role holder to make recommendations to process and service improvements.</i>	E E E E	
Knowledge of the service provided in own area.	<i>Knowledge and appreciation of relevant legislation and national and international standards relating to ICT provision in Local Government.</i> <i>Industry trends and developments.</i> <i>Willing to challenge existing practices.</i> <i>Knowledge of Software Asset Management processes which include analysing the usage of software, maintains the Software Library and assisting the ICT Operations Manager in ensuring that the authority remains legally licenced and compliant with the Copyright Design and Patents Act 1998.</i>	E E E	D
ICT skills including use of Microsoft applications.	<i>Able to contribute to a high quality ITIL Configuration Management process for the Council.</i> <i>Able to contribute to a high quality ITIL Change Management process for the Council.</i> <i>Able to contribute to a high quality ITIL Release Management process for the Council.</i>	E E E	
Good verbal and written communication skills.	<i>Strong administrative and clerical skills.</i> <i>Excellent telephone skills.</i> <i>Ability to co-ordinate with internal and external project managers and service managers to ensure that conflicts do not occur between projects being run when the changes and releases are being scheduled and discussed at the Change Advisory Board (CAB).</i>	E E E	
Numerate and accurate with attention to detail.	<i>Methodical and conscientious approach to work with great attention to detail and the ability to deal with any anomalies.</i> <i>Ability to digest and assimilate information quickly.</i> <i>Ability to maintain focus on a task essential.</i>	E E E	

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Understanding of how to deal with customers appropriately.	<i>Strong customer focus. Good interpersonal and communication skills. Able to interact positively and successfully with Members, senior management, staff and third parties.</i>	E E E	
Qualifications			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Educated to level 3/4 qualification standard or able to demonstrate equivalent experience.	<i>NVQ III or above in administration or equivalent ICT CCR process management experience. 4 GCSE passes at grade C / 4 or above (including English Language and Mathematics).</i>	E E	
May require relevant certifications to the role.	<i>ITIL Foundation. ECDL or equivalent.</i>	E	D
Other Requirements			
Organisation Structure (optional) <div style="text-align: center; padding-top: 20px;"> ICT Operations Manager ICT CCR Team Leader (1FTE) ICT CCR Officer (2 FTE) (This Post) ICT CCR Officer Career Grade (1 FTE) </div>			