

JOB SUMMARY

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|---------------------|---------------------------------------|------------------|---|--------------------------------|----|-------------------------|------|
| Post Title | ICT CCR Officer – Career Grade | | | | | | |
| Job Family | <i>Business Support</i> | Pay Range | 5 | Line Manager to others? | No | Role profile ref | BS05 |
| 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 providing administration support for the 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 maintain comprehensive up-to-date details of all systems and services within the remit of the post.
- To 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 produce management performance reports as and when required

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 administrative support to business services.</i> | E | |
| | <i>Experience of providing robust, reliable ICT Configuration, Change and Release Management processes.</i> | E | |
| | <i>Experience of ICT administration, including purchasing, stock control, asset management and similar areas.</i> | E | |
| Working knowledge of relevant processes and systems. | <i>Knowledge of the Change Management Process.</i> | E | |
| | <i>Knowledge of the Configuration Management Process.</i> | E | |
| | <i>Knowledge of the Release Management Process.</i> | | D |
| | <i>ICT technical knowledge to ensure the correct change control processes are</i> | | D |

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| | <p><i>followed when Change Request Forms (CRF's) are received.</i></p> <p><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></p> | | D |
| Knowledge of the service provided in own area. | <p><i>Willing to challenge existing practices.</i></p> <p><i>Knowledge and appreciation of relevant legislation and national and international standards relating to ICT provision in Local Government Industry trends and developments.</i></p> <p><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></p> | E | D |
| ICT skills including use of Microsoft applications. | <p><i>Able to contribute to a high quality ITIL Configuration Management process for the Council.</i></p> <p><i>Able to contribute to a high quality ITIL Change Management process for the Council.</i></p> <p><i>Able to contribute to a high quality ITIL Release Management process for the Council.</i></p> | E | D |
| Good verbal and written communication skills. | <p><i>Strong administrative and clerical skills.</i></p> <p><i>Excellent telephone skills.</i></p> <p><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></p> | E | |
| Numerate and accurate with attention to detail. | <p><i>Methodical and conscientious approach to work with great attention to detail and the ability to deal with any anomalies.</i></p> <p><i>Ability to digest and assimilate information quickly.</i></p> <p><i>Ability to maintain focus on a task.</i></p> | E | |
| Understanding of how to deal with customers appropriately. | <p><i>Strong customer focus.</i></p> <p><i>Good interpersonal and communication skills.</i></p> | E | |

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| | <i>Able to interact positively and successfully with Members, senior management, staff and third parties.</i> | E | |
| Qualifications | | | |
| Role Profile requirements. | Job specific examples. (if left blank refer to left hand column) | Essential | Desirable |
| Educated to GCSE grade C or 4 in English and Maths | | E | |
| Level 3 Business Administration or equivalent (including a requirement to work towards this level) or able to demonstrate equivalent experience. | | E | |
| May require relevant certifications to the role. | <i>ECDL or equivalent ITIL Foundation</i> | E | D |
| Other Requirements | | | |
| Organisation Structure (optional) <div style="text-align: center; margin-top: 20px;"> ICT Operations Manager ICT CCR Team Leader (1 FTE) ICT CCR Officer (1 FTE) ICT CCR Officer Career Grade (1 FTE) (This Post) </div> | | | |