Post Title	ICT Applications Support and Training Officer						
Job Family	Business Support	Pay Range	8	Line Manager to others?	No	Role profile ref	BS08
Service Area	ICT Operations						
Line Manager	ICT Applications Support and Training Team Lead						
Location	County Hall (Agile)						

Job Purpose

To help provide a high-quality Applications Support service within the ICT Operations Department ensuring all customer application requests, incidents, problems, projects and training requirements are captured and progressed swiftly in such a way as to deliver 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 Applications Management (AM) processing, within the application lifecycle for all applications supported by the team, which meet and where possible exceeds customer expectations in accordance with National/Council Policies and Procedures.

- To provide an effective customer centred application training service when required, utilising all methods of training to enable and promote the self-sufficiency of customers; with clear operational and performance standards and targets which meet and where possible exceed customer expectations.

- In conjunction with the ICT Applications Support and Training Team Lead and Senior ICT Applications Support and Training Officer, analyse support tickets to assess future support requirements and develop suitable self-help material and support documentation in order to best meet the requirements of the organisation.

- Ensure that all applications support requests are logged through the ICT ticket logging system and resolved within agreed service levels, ensuring the customer is kept informed as to the status of their support request and escalating this to either the system supplier or a specific ICT team as required.

- To provide ICT application support services in accordance with the defined ITIL processes, including prioritisation and escalation mechanisms, with clear performance standards and targets, which meets and where possible exceeds customer expectations as included in all SLA's.

- Investigate and research application issues, utilising previous call histories, desktop support tools, business process documentation and supplier documentation to reach a resolution or workaround to the issue, escalating any problems to the Applications Support & Training Team Lead and other ICT Teams as appropriate.

- To develop and maintain comprehensive up-to-date details of all applications within the remit of the post. This will include fully documented standing operating procedures, emergency operating procedures, process scripts, user guides and other similar material. Maintain detailed documentation about incidents, problems, known errors, knowledge base articles and other related ICT based processes and procedures as 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.	*Relevant experience of working in an ICT service area / profession, with evidence of specialist knowledge of all of or a combination of the below:*
	   - *providing robust, reliable ICT applications support*
	   - *ICT Training*
		E	

	- Service Request Management		
	- Incident Management		D
	Relevant experience of working in an ICT service area / profession, with evidence of specialist knowledge of all of or a combination of the below:		
	- *Problem Management*		
	- *Change Management*		
	- *Release Management*	E	
	Experience in the monitoring, support and triage of user requests in the applications Support Queue, if required knowing when to escalate complex applications issues to provide timely resolution.		
	Experience of assisting in testing in all environments to ensure quality product delivery and post change stability.		D
Extensive working knowledge of relevant processes and systems.	*Good understanding of Incident Management processes and their potential for delivering effective services*	E	
	Good understanding of the Problem Management process and their potential for delivering effective services	E	
	Good understanding of the Service Request Management process and their potential for delivering effective services	E	
	Good understanding of the Change Management process and their potential for delivering effective services	E	
	ICT technical knowledge to ensure the correct change control processes are followed when Change Request Forms (CRF's) are received	E	
	ICT applications knowledge to enable the role holder to work closely with colleagues elsewhere in ICT to enable the role holder to assist in the resolution of Incidents, Problems, Service Requests or Changes.	E	
Considerable knowledge of the service provided in own area.	*Considerable knowledge and appreciation of relevant legislation and national and international standards relating to ICT provision in Local Government*	E	
	Industry trends and developments in applications and their support.	E	
	Willing to challenge existing practices	E	
Strong ICT skills including use of Microsoft applications.	*Strong working experience of Office 365, Microsoft Teams and corporately supported applications.*	E	
Good verbal and written communication skills with the ability to explain information in a way that a non-specialist can understand.	*Excellent telephone skills*	E	
	Ability to co-ordinate with internal and external staff and service managers in a non-technical manner to ensure that work being completed is understood by our customers.	E	
	Ability to explain complex application process to customers in a non-complex and non-technical manner as part of the delivery of formal training courses.	E	
Good planning and organisational skills.	*Good skills and a good level of experience to effectively organise your own working day to efficiently respond to customer demands*	E	

	and provide excellent applications support and customer service.		
Numerate and accurate with attention to detail.	*Ability to create appropriate applications support documentation within the IT Service Management system.*	E	
	Ability to create applications support Knowledge Base documentation.	E	
Understanding of how to deal with customers appropriately.	*Strong customer focus*	E	
	Good interpersonal and communication skills	E	
	Able to interact positively and successfully with Members, senior management, staff and third parties	E	
Proven ability to prioritise workloads and achieve deadlines (both by self and with others).	*Sufficient skill and experience so to self-co-ordinate the day to day delivery of required tasks from within the ICT Service Management system.*	E	
	Sufficient skill and experience so to self-co-ordinate the day to day delivery of required tasks from within projects.	E	

Qualifications

Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Educated to level 4 standard or able to demonstrate equivalent experience.	*Degree or equivalent experience*		D
	HNC level or equivalent experience	E	
Relevant professional / vocational qualification.	*ITIL Foundation Certificate in IT Service Management*	E	
	Training Qualifications		D

Other Requirements

Preference for personal self-development desirable

Flexible, creative, innovative approach to work

Highly self motivated

Business orientated approach

Willing to challenge existing practices

Organisation Structure (optional)

ICT Operations Manager (1 FTE)

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ICT Applications & Training Team Lead (1 FTE)

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Senior ICT Applications & Training Officer (1 FTE)

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ICT Applications & Training Officer (x3 FTE) (This Post)

JOB SUMMARY