Post Title	*Senior ICT Applications Support and Training Officer*						
Job Family	*Business Support*	**Pay Range**	*10*	**Line Manager to others?**	**Yes**	**Role profile ref**	*BS10*
Service Area	*ICT Applications Support and Training*						
Line Manager	*ICT Applications Support and Training Team Lead*						
Location	*County Hall (agile)*						

Job Purpose

As part of the ICT Applications Support and Training team, support the Team Lead by providing advanced and innovative applications support and training skills. To mentor and coach career grade application support and training officers. Ensuring the provision of a robust, reliable and cost-effective applications support and training within applications support and training, which meets customer needs and expectations as agreed in corporate service level agreements (SLA's).

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

- Assist the ICT Applications Support and Training Team Lead in co-ordinating all applications support and training support requests to meet the needs of the organisation and ensure that staff are adequately skilled to provide an efficient support service

- To mentor and coach any Applications Support and Training Officers (career grade) within the team, acting as the main contact for any training companies in the officer's development.

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

- In conjunction with the ICT Applications Support and Training Team Lead, monitor the team to ensure that all support requests are logged through the call logging system and resolved within agreed service levels, where necessary the user is kept informed as to the status of their support request escalating this to either the system supplier or a specific ICT team as required.

- In conjunction with the ICT Applications Support and Training Lead, analyse call logging statistics to produce reports on team performance and identify and implement changes as necessary to improve service delivery.

- In conjunction with the ICT Applications Support and Training Lead, monitor the installation and configuration of enterprise service based and corporate software and related training materials to ensure adherence to corporate standards and the change management process.

Knowledge, Skills and Experience

Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Relevant experience within the service area / profession, with evidence of appropriate specialist knowledge.	*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* - *Service Request Management* - *Incident Management* - *ICT applications and training staff management* *Relevant experience of working in an ICT service area / profession, with evidence of*	E	
			D

Role Profile requirements.	Job specific examples.	Essential	Desirable
	specialist knowledge of all of or a combination of the below: - *Problem Management* - *Change Management* - *Release Management*		
	Experience in the Monitoring, support and triage of user requests in the Application Support Queue, accepting the escalation of complex issues to provide timely resolution.	E	
	Experience of working with service departments to ensure data integrity of the authorities business applications	E	
	Experience of assisting in testing in all environments to ensure quality product delivery and post change stability.		
Good knowledge of other areas of the authority relevant to the service.	*Good knowledge of the breadth of services provided by the authority's departments.*	E	
	Assist in identification and mitigation of risk	E	
Authoritative knowledge of the specialist work practices, systems, policies, procedures and professional guidelines relevant to the work area.	*Authoritative knowledge of ICT Applications Support and Training management and governance processes ensuring continued approval for PSN and PCI DSS, ISO 27001 and ITIL.*	E	
	Authoritative knowledge in ICT application support and training procedures and ability to create professional level guidelines and training packages for areas of expertise.	E	
Excellent communication and interpersonal skills with the ability to engage effectively with a range of audiences and explain specialist information in a way which a non-specialist can understand. Proven ability to build relationships and engage successfully with the stakeholder community.	*Vendor management and issue resolution.*	E	
	Develop and maintain complex internal and external relationships with stakeholders, providing appropriate advice and managing the resolution of issues or complaints	E	
Good literacy, numeracy and report writing skills. High level of technical expertise in analysis, data manipulation.	*Proven ability to create reports, including appropriate analysis information. Ability to create technical Knowledge Base documentation.*	E	
Good planning and organisational skills, with proven ability to prioritise and co-ordinate workloads, monitor and evaluate work, to ensure standards, outcomes and deadlines are achieved.	*Working on multiple projects within your workload, balancing this with many service requests, incidents, and events. Ability to appropriately prioritise your own and others workloads between them.*	E	
Excellent ICT skills - including use of Microsoft applications and specialist systems which support procedures and record keeping.	*Strong working experience of Office 365, Microsoft Teams and corporately supported applications.*	E	
Experience of contributing to project delivery as part of a team.	*Working on technical projects in an ICT Application Support environment. (ideally an understanding of PRINCE2 project management principles)*	E	
Qualifications			
Role Profile requirements.	**Job specific examples.** (if left blank refer to left hand column)	**Essential**	**Desirable**
Educated to level 4 up to first degree standard or equivalent experience in a relevant subject.	*Degree or equivalent experience*		D
	HND level or equivalent experience	E	

Relevant professional / vocational qualification.	ITIL Foundation Certificate in IT Service Management	E	
	ITIL Practitioner or Intermediate certifications	E	D
	Award in Education and Training or equivalent experience		

Other Requirements

Organisation Structure (optional)

ICT Operations Manager (1 FTE)

|

ICT Applications Support & Training Team Lead (1 FTE)

|

Senior ICT Applications Support & Training Officer (This Post)

|

ICT Applications Support & Training Officers (4 FTE)