**Bromsgrove District Council and Redditch Borough Council**

**Job Description and Person Specification**

**Job Title: Members ICT Support Officer**

**Directorate: Transformation**

**Grade: 7**

**Responsible to: ICT Operations Manager**

**Responsible for:** **Normal Working Hours are 37 hours per week 11:30am – 7:30pm Monday to Friday.**

**Purpose of the Service**

* Ensure the ICT services remain working correctly and fix any problems that do occur, promptly.
* Ensure ICT services and information are kept up to date and secure
* Enable business opportunities contained within new technologies to be realised.

**Purpose of the Role**

The Members ICT Support Officer ensures that the technology is available and working correctly for Councillors, and that training is provided so that the best use of technology is maintained at all times. This will include visits to Councillors homes to ensure ICT facilities there are working correctly and give professional advice as to where they may be improved, if necessary. Should the technology fail the Members ICT Support Officer will provide advice and support to solve issues quickly and efficiently. Help for Members will need to be provided during evenings beyond the normal working time, and therefore a flexible working arrangement is required. The officer provides support across both Bromsgrove and Redditch Councillors and actively builds a professional relationship with all Members to understand and deliver the help they need. The ICT Members Support Officer may be required to assist with technical projects and to assist other ICT officers on the Helpdesk.

**Main Duties and Responsibilities**

**Role Principles**

For the purpose of this document, customers are primarily Councillors belonging to Bromsgrove and Redditch Councils, but will also include officers of both organisations.

* I build trust with customers so I understand their needs and what matters to them. I listen and act on that, and take responsibility for helping them solve their problems.
* I take as long as is necessary to understand the customer, and deliver the correct resolution first time.
* I do not let people down. I do what I say I will when I say I will.
* I recognise and value the capabilities of customers and provide the right level of accurate advice and support to meet the needs of the customer.
* If I have to refer the customer to another officer or service, it is my responsibility to ensure the hand-off is 100% clean.
* I take responsibility for continuously building my skills, experience and knowledge. This includes keeping up-to-date with innovative and relevant technology, legislation and policies in order to ensure all advice is current and appropriate, as well as the people skills I need to ensure I am effective;
* I pursue excellence in every aspect of my work.
* I am creative in my work with customers and open minded to change. I use data and measures to constantly learn and improve.
* I take ownership of the issue I am dealing with and ensure the customer is happy with the outcome provided.
* I use the expertise of others as required to help me learn and improve.
* I work closely with other members of the team, and offer support to others to help them learn and solve customer issues.
* I identify and work collectively with the team to remove barriers that affect our ability to deliver against Purpose
* I will communicate with customers and team members clearly, effectively and in a timely manner.
* I will apply good time management to my role to ensure excellent service delivery to customers.
* I will have a flexible approach to work and will endeavour to support other areas of the service by covering other roles as demand requires.

**Key Tasks**

* To provide technical problem resolution in response to incidents/change requests received. This will include technical problems with laptops, smart phones and other ICT equipment. The resolution of problems may require visits to Members homes and also at other councils in Worcestershire and surrounding counties. This may be required during the evening and occasional weekend.
* Ensure that the knowledge base for the ICT Helpdesk is kept current and available for use by other members of the team.
* Provide ICT training to Members to ensure the best use of technology is maintained. This will include training on how to use Microsoft Windows, 2 Factor Authentication, VPN, Microsoft Office and other applications.
* Lead on collecting former Members’ ICT equipment and distributing equipment to new Members. This will include being responsible for ordering new equipment for Members as and when required, and keeping accurate records of the IT equipment provided for audit purposes.
* Maintain a list of Councillors who have signed up to the Members’ ICT Policy and Bring Your Own Device Policy and should take a lead on retaining copies of signed policies on file.
* Ensure all the appropriate software is installed and tested on Members’ devices prior to distribution, such as MS Teams, VPN, MS Office and the Modern.gov app.
* Ensure that Members only have network access rights to information and applications that are pre-determined with ICT senior management.
* The Officer will help set up and support IT connections, including to the audio visual equipment on Microsoft Teams and microphones, for Committee meetings held in person at Bromsgrove Parkside building and Redditch Town Hall.
* Maintain and continuously improve the service provided using Business Transformation methodology and principles
* To work with other members of the team to implement, support and develop the corporate ICT infrastructure including cloud, servers, storage and networks.
* Ensure that documentation relating to corporate systems is kept current and available for use by other members of the team.
* Monitor the progress of reported incidents and ensure customers are kept informed. Take corrective action to avoid or minimize service disruption including progress chasing third party suppliers.
* Identify and evaluate opportunities for exploiting technical developments and systems solutions in line with the business needs of the council.
* Provide specialist ICT advice, guidance and training to Councillors, Officers and other members of the ICT team.
* To be available to offer extended support to electoral services during and post election.
* To provide extended out of hours support as required by the business.

**General Duties**

* To ensure efficiency, effectiveness and equality in service delivery.
* To exercise proper integrity and respect of confidential matters and personal information obtained during the execution of the duties of this post.
* To reflect the Council’s core values and objectives in undertaking the duties of this post.
* To provide outstanding customer services to all customers, colleagues, elected Members
* To understand and comply with the legal requirements of the Health and Safety at Work Act 1974 and any other relevant regulations as detailed in the Council’s Health and Safety Policy Statement.
* To carry out duties and responsibilities under the Data Protection Act 1998; in particular, to take all reasonable care that no unauthorised loss or disclosure of personal data occurs.
* To undertake such other reasonable duties as may be requested.
* To help ensure that the Councils 6 strategic purposes are met:
  + Keep my place safe and looking good
  + Help me run a successful business
  + Help me (back) to be financially independent
  + Help me live my life independently
  + Help me find somewhere to live in my locality
  + Provide good things for me to do, see, visit

**Person Specification**

The specific skills, knowledge, abilities, qualifications or behaviours which are needed to effectively undertake the main duties and achieve the job purpose. These will be assessed using the information available from:

1 – Application form

2 – Interview

3 – Exercise (eg psychometric, case study, presentation etc)

4 – Evidence (eg certificate, membership card, course registration etc)

**Knowledge and Experience**

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| --- | --- | --- | --- |
|  | **Knowledge and Experience** | **Essential / Desirable** | **To Be Assessed By** |
|  | Broad understanding of the complete area within Information, Communications and Technology. This includes Microsoft Teams, Microsoft Office, Windows Operating System, Home Broadband and Wireless Infrastructure, Cisco VPN configuration. | E | Form/Interview |
|  | Knowledge, understanding and 3 years’ experience in delivering an ICT support service (preferably to Council Members). | E | Form/Interview |
|  | Proven ability in assisting with technical projects to agreed standards and within timescale and budget | E | Interview |
|  | Demonstrable knowledge of Microsoft Windows server technologies and applications | D | Interview |
|  | Demonstrable knowledge of networking, and server technologies | E | Interview |
|  | Able to interpret and apply relevant legislation and policy | E | Form/Interview |
|  | An understanding of the key issues facing ICT within Local Government. | D | Interview |
|  | Demonstrable experience in contributing to and maintaining a high quality ICT support service | E | Form/Interview |
|  | Evidence of current technical competencies and specializations within the ICT industry | E | Form/Interview |
|  | Evidence of providing technical support for ICT infrastructure technologies e.g. services, databases and networks | E | Form/Interview |
|  | Evidence of success in building and developing partnerships and working effectively in co-operation with a wide range of customers | E | Form/Interview |
|  | Experience of working in an enabling way to support customers to develop their ICT knowledge. | E | Form/Interview |
|  | Able to demonstrate evidence of excellence in their previous experience. | E | Interview |
|  | Evidence of providing a service focused on what matters to customers | E | Interview |
|  | Able to assist with the development of a Members ICT Policy. | E | Form/Interview |

**Qualifications and Professional Memberships**

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| --- | --- | --- | --- |
|  | Qualifications and Professional Memberships | Essential / Desirable | To Be Assessed By |
|  | Cisco CCNA | D | Form |
|  | Microsoft Server Operating System | E | Form |
|  | Microsoft PC Operating System | E | Form |
|  | Microsoft Office including ‘Teams’ | E | Form |

**Job Specific Skills, Behaviours and Personal Attributes**

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| --- | --- | --- | --- |
|  | Job Specific Skills, Behaviours and Personal Attributes | Essential / Desirable | To Be Assessed By |
|  | Excellent active listening skills. Communicates clearly and effectively, both verbally and in writing | E | Interview |
|  | Takes responsibility for own learning, including pulling support and expertise to solve customer problems, | E | Interview |
|  | Excellent team working skills | E | Form/Interview |
|  | Able to work under pressure | E | Form/Interview |
|  | Skilled in building effective external networks | E | Form/Interview |
|  | Able to maintain confidentiality at all times | E | Interview |
|  | Able to work within health and safety guidelines, ensuring safety of self and others | E | Interview |
|  | Ability to work to conflicting demands and priorities. | E | Interview |
|  | Ability to work to own initiative and understand when the existing business process needs to be followed and when an alternative needs to be initiated. | E | Interview |
|  | Professional and able to remain calm and deal with customers tactfully and sensitively. | E | Interview |
|  | Trustworthy. The Members ICT Support Officer will be dealing with sensitive and confidential information from councillors, officers and members of the public. | E | Interview |
|  | Creative and open minded | D | Interview |
|  | Able to work flexibly to meet the needs of the customers which includes evenings, weekends when required, and in various locations. | E | Interview |
|  | Full driving licence and use of a vehicle. | E | Form/Interview |
|  | Be able to visit peoples homes to provide ICT support. This will usually be undertaken on your own. | E | Form/Interview |
|  | **Other Requirements** |  |  |
|  | Flexibility to attend evening meetings | E | Form/Interview |