JOB DESCRIPTION - CORPORATE SERVICES

IDENTIFICATION

Post Title:	IT Officer (Software)	Post Ref:	
Section:	IT Services	Grade:	9-11
Responsible to:	IT Manager		
Responsible for:			

JOB PURPOSE

Work as part of the IT services team to lead on the successful delivery of projects. Design, build, implement and maintain the software applications supporting the business of the Council.

Play a key role in the implementation, support and integrations to, third party supplied software applications.

Act as technical lead for Council software and system development, carrying out integrations, maintenance, support, upgrades, testing, fault diagnosis and repair to ensure effective service delivery.

PRINCIPAL WORKING CONTACTS

IT Manager
Senior Manager (Services)
IT Managers
IT Officers
Assistant IT Officers
IT Service Manager
Council management and staff.

MAIN DUTIES

Take a lead role and manage the successful delivery of software application and system development projects. Carrying out design, planning, scheduling, testing and build of project solutions supporting the many business areas of the Council.

Play a key role in the implementation of, and integration to third party supplied software applications. Develop specifications and participate in procurement of third party applications.

Play a lead role in developing critical areas of good practice, procedures and process to ensure delivery of business systems aligned to the strategic aims of the Council.

Manage and carry out software and system updates, upgrades and patches to ensure they remain up to date, secure and compliant. Taking responsibility for remediation of security vulnerabilities in software and systems.

Manage and deliver application and system integrations with APIs and web services across a variety of systems and services to ensure data integrity and successful delivery of business solutions.

Provision of a high level of technical support for second and third line service desk incidents.

Act as customer focused point of escalation for service desk incidents and have strong troubleshooting skills with the ability to identify opportunities to improve efficiency and performance.

Ensure projects are achieved within agreed schedules. Creating and implementing test plans to assess the installation and configuration against the design goals and required solution.

Take ownership for advancing the use of Council software, systems, web services and development tools and be a subject matter expert for these areas of technology.

Provision of specialist advice to customers and colleagues and carry out user training when appropriate.

Maintain awareness of emerging technologies and assist in specifying and evaluating new solutions and business systems.

Assist in preparing specifications and recommendations for procurement.

Work to agreed project plans, schedules and liaise with user department staff on implementation schedules. Carryout documentation, report writing and presentations to customers, peer groups and senior staff.

Adhere to all quality, health and safety and IT compliance standards and procedures. Ensuring local government regulations and legislation are considered and adhered to in relation to system and application development.

Prioritise and manage numerous open service desk incidents simultaneously. Carrying out escalation of incidents to third party contractors or external support organisations when required.

Contribute to change control and problem management, including assessment of change requests and problems. Lead investigations into significant problem areas and develop responses and solutions to meet service objectives and communicate with customers.

Advise on development and future strategy of software, systems and tools to ensure ongoing support and maximise effective use by the Council.

Update and maintain knowledge database, system documentation, incident logs, and all other Information Technology Infrastructure Library (ITIL) or IT based processes and procedures as required.

Deputise for the IT Manager where applicable.

Work with other IT teams and support the work of other IT staff to ensure a coherent customer focused, coordinated approach to effective service delivery for customers and maintain maximum availability of IT services.

Assist with safeguarding council systems and data by implementing and monitoring secure and well designed software and systems.

Establish excellent working relationships with customers, suppliers, senior managers and IT colleagues to ensure you contribute effectively to the delivery of a high level of service.

Contribute to the ongoing development of the service and design new processes and procedures. Assess strategic operational impact of planned changes and contribute specialist expertise to corporate working groups.

OTHER DUTIES

This job description is a broad picture of the post at the date of preparation. It is not an exhaustive list of all possible duties and it is recognised that jobs change and evolve over time. Consequently, this is not a contractual document and the postholder will be required to carry out any other duties to the equivalent level that are necessary to fulfil the purpose of the job.

PERSON SPECIFICATION

POST TITLE: IT Officer (Software)

DIVISION/DEPARTMENT SECTION: Corporate Services, Customer Services and IT

	ESSENTIAL REQUIREMENTS	DESIRABLE REQUIREMENTS	METHOD OF ASSESSMENT
PROFESSIONAL/ EDUCATIONAL QUALIFICATIONS	Degree /HND in an IT related subject and /or can demonstrate significant knowledge and experience in the relevant work areas	Post Graduate Qualification in an IT related subject	Application Interview
RELEVANT WORK/OTHER EXPERIENCE	Proven record of successful development and implementation of IT software solutions Proven record of successful support of IT software solutions across a variety of modern platforms and technologies Significant knowledge of scripting languages including PHP, Javascript and HTML Significant experience of relational databases Experience in troubleshooting complex support issues. Strong troubleshooting skills with the ability to identify opportunities to improve efficiency and performance Experience of Web Services and Application Programming Interfaces (API)	Significant experience in IT software systems within Local Government Experience developing Linux based solutions Experience of SQL databases Experience of power automate Experience of power shell Experience of CSS scripting Significant experience of Microsoft 365 technologies including Sharepoint Experience of Unix/Linux Shell Script	Application Interview Reference

PARTICULAR SKILLS/ABILITIES	Strong written and oral communication skills Ability to develop solutions to complex problems Ability and willingness to disseminate information effectively Excellent organisational skills Ability to work to deadlines Customer liaison skills		Application Interview
PERSONAL QUALITIES	Calm disposition. Active Listener Adaptable Capable of working under pressure Ability to work in a team environment and work with people at all levels of the organisation Show attention to detail/quality Can deal with conflicting demands		Application Interview
ANY ADDITIONAL JOB RELATED REQUIREMENTS	Willingness for out of hours work Willingness to work on wider Council priorities Level 1 Disclosure		Interview