Job Description

Job title: ICT Officer (ICT Support)
Work level: ICT1 ref 27
Grade: Sc6
Division: Business Transformation: ICT Services
Reports to: Senior ICT Officer (ICT Support)
Responsible for: None

Context

Lambeth Council is constantly evolving as it modernises and improves its effectiveness and access to services, in part through better use of information and technology. Council transformation plans will require new information and technology capability to design services which are ‘digital by default’ and create a single, digital front door to our services.

Lambeth Council has adopted a commoditised approach to ICT Services which will see it commission the best commercial options integrated with its quality in-house capability. The Council is committed to adopting an architected approach to align its technology and information assets with the Council’s current and proposed business needs. This will also support the wider, consistent integration of services both across the Council and with partners. All roles in ICT will contribute to the delivery of the ICT strategy and be expected to seek opportunities to improve business outcomes and benefits across their duties.

Purpose

The ICT Officer delivers a range of operational support duties under the direction of their supervisor. They have autonomy in their own area of expertise and are expected to work with limited supervision.

The ICT Officer will be involved in resolving a wide range of ICT issues or contributing to new programmes and projects. They will be expected to maintain a broad skills base in order to provide cover for both senior managers and other colleagues as required.

Accountabilities and Responsibilities

1. General
1.1 Undertake tasks utilising agreed standards and procedures
1.2 Maintain effective working relationships both within their own team and with wider stakeholders
1.3 Undertake work with limited supervision (except in areas of particular technical complexity or sensitivity) subject to review on completion and commensurate with their professional specialism and role responsibilities

1.4 Use appropriate methodologies, tools and best practice commensurate with their professional specialism and role responsibilities

1.5 Contribute to improving efficiency and effectiveness of operational delivery in their work area

1.6 Contribute to monitoring, compliance and audit procedures

1.7 Undertake work within established service level agreements

1.8 Responsible for ensuring that Council policies, statutes and government legislation are upheld within their work area

1.9 To take responsibility for the development and implementation of their own personal development plan, and own continued professional development in those areas relevant to the role within Lambeth Council

1.10 Undertake other duties of a similar standard and nature that might reasonably be requested from time to time to meet the needs of the service

2. Information as an Asset

2.1 Responsible for understanding and complying with the Information Governance Framework and related procedures. To communicate risks and issues around information management to their manager or others as appropriate

2.2 Create information which is accessible, of a high quality and meets business needs

2.3 Responsible for identifying, recording and escalating information security incidents in line with the Lambeth Information Security Policy

3. Continuous Improvement

3.1 Contribute to the continuous improvement to practices in their work area

3.2 Maintain an awareness of advancements in information technology and their relevance to Lambeth Council

3.3 Contribute to the evaluation of business processes on an on-going basis and identify options for improving operational efficiency and effectiveness

4. Risk and Issue Management

4.1 Responsible for risk and issue management within their work area. Maintain an awareness of the risks and issues to the Service and the Council as a result of any actions associated with the work programme and to work with colleagues to manage and mitigate these risks

4.2 Responsible for implementing physical, procedural and technical security controls in their work area

4.3 Contribute to the investigation of suspected attacks and manage IT security incidents as appropriate

4.4 Contribute to the development of information technology security policies, standards and guidelines

5. Business Continuity and Disaster Recovery
5.1 Responsible for implementing procedures for disaster and information recovery in line with agreed policies and as directed by their supervisor

5.2 Contribute to the testing of recovery procedures and business continuity plans

6. ICT Operations

6.1 Undertake duties within the agreed work programme for their team area to achieve the objectives of the ICT Strategy

6.2 Undertake the implementation of the agreed change control procedures

6.3 Responsible for producing high quality information to support system design and the user experience, taking into account the required standards, methods and tools within their team area

6.4 Contribute to the creation of test cases and scripts in their work area using their own in-depth technical analysis of business, information, technical and user requirements

6.5 Contribute to availability management planning, design, and testing activities

6.6 Contribute to the evaluation of any change to the operational environment in their specialist area against service acceptance criteria

6.7 Responsible for the investigation of faults within their work area using appropriate diagnostic tools and techniques and seek guidance on their resolution as necessary

6.8 Responsible for, in their work area, prioritising and promptly diagnosing incidents and problems in accordance with agreed procedures, escalating if unresolved or requiring specialist or managerial direction

7. Technical Specialism: ICT Support

7.1 Undertake work to resolve requests for support from ICT users, seeking guidance where necessary

7.2 Responsible for facilitating the resolution of support requests where escalation to wider ICT teams or suppliers is required

7.3 Responsible for day to day decision management of applications in their work area

7.4 Responsible for maintaining their own knowledge and skillsets across a wide range of applications as directed by their manager in order to provide cover for senior staff or other colleagues

7.5 Responsible for providing user guidance to ensure the best use of existing desktop and system software

7.6 Contribute to the maintenance and updating of a solution library / knowledge base within their area of work

7.7 Undertake the installation and configuration of desktop and system software from a defined service catalogue

7.8 Undertake the development of system software images that can be deployed on hardware across the business

7.9 Undertake the review of releases, upgrades and fixes from system software suppliers providing an assessment of action required

7.10 Contribute to the preparation and implementation of procedures for deploying upgrades to existing or new system software including fall back and contingency plans
7.11 Undertake work within defined procedures to recover data and restore systems following incidents resulting in data loss or system outages

7.12 Undertake the preparation, configuration and deployment of hardware solutions within the scope of a defined service catalogue and agreed procedures

7.13 Responsible for the secure storage of hardware awaiting deployment within agreed asset management procedures

7.14 Responsible for the secure and appropriate disposal of ICT hardware in line with agreed asset management procedures
Person Specification
ICT Officer (ICT Support) – Scale 6
Work level: ICT1

It is essential that in your written supporting statement you give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A).

You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.

If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with a “Tick” (✓) on the person specification when you complete the application form.

<table>
<thead>
<tr>
<th>Short Listing Criteria</th>
<th>Qualification</th>
<th>Key Experience</th>
<th>Key Knowledge</th>
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<tbody>
<tr>
<td>Q1</td>
<td>Educated to at least GCSE level, SQA Standard Grade or equivalent</td>
<td>Demonstrable experience of working within an ICT client services admin function i.e. Starters. leavers</td>
<td>An understanding of how to work within agreed practices to maintain effective ICT solutions</td>
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<td>Q2</td>
<td>Holds relevant certification or qualification at an appropriate level to fulfil the technical specialist areas of the role is desirable</td>
<td>Experience of delivering work to agreed timelines and quality criteria within a similar role</td>
<td>An understanding of delivering within agreed business processes to support ICT users through effective customer service and operational delivery</td>
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<tr>
<td>E1</td>
<td>Demonstrable experience of working within an ICT client services admin function i.e. Starters. leavers</td>
<td>Experience of delivering work to agreed timelines and quality criteria within a similar role</td>
<td>An understanding of how changes to information systems and technical architecture may impact on ICT users</td>
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<td>E2</td>
<td>Experience of working within the technical specialist area of the role</td>
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<td>E3</td>
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### Key Behaviours

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<thead>
<tr>
<th>Focuses on People:</th>
<th>✓A</th>
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<tbody>
<tr>
<td>Is about considering the people who our work affects, internally and externally. It’s about treating people fairly and improving the lives of those we impact. Put people at the heart of our work, after all that’s our business. It’s about making our processes fit people.</td>
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<tr>
<th>Takes Ownership</th>
<th>A</th>
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<tr>
<td>Is about being proactive and owning our personal objectives. It’s about seizing opportunities, driving excellence, engaging with the council’s objectives, and furthering our professional development.</td>
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<tr>
<th>Works Collaboratively:</th>
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<tr>
<td>Is about helping each other, developing relationships, and understanding other people’s roles. It’s about working together with colleagues, partners, and customers to earn their respect, and get the best results.</td>
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<tr>
<th>Communicates Effectively:</th>
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<tr>
<td>Is about how we talk, write and engage with others. It’s about using simple, clear, and open language to establish positive relationships with others. It’s also about how you listen and make yourself open to conversation.</td>
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<th>Focuses on Results:</th>
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<tbody>
<tr>
<td>Is about ambition and achievement. It’s about making sure we are working towards the end product and considering the effect of our service. It’s about making the right impact, having the right result and changing things for the better</td>
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