Job description	
Job title	IT Officer
Grade	G
Directorate	Resources
Section/team	IT/Production Support
Accountable to	IT Production Manager
Responsible for	
Date reviewed	December 2013

Purpose of the Job

The purpose of this job is to assist in providing support for software applications and to assist the senior and principal Support Officers in ensuring the application availability targets are met.

Additionally, under guidance from the senior Support Officer, the post-holder will assist with the analysis of customer requirements, and IT systems redesign, integration and support across all service areas of the Council and provide support to projects across the Council

This job profile is broad enough to take account of the opportunity for staff to progress within the grade based on performance, experience and qualifications.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of you. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

- Follow colleagues to learn and provide basic support in the delivery of IT processes and procedures ensuring that any required documentation is maintained.

- To undertake general clerical functions, including filing, photocopying and data cleansing.

- Under guidance from the Senior Application Support Officer, assist in the creation, development and maintenance of computerised records and files, including data input.

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- Demonstrate a willingness and to undertake appropriate training to gain required skills/knowledge as required by your duties.

- Follow and assist colleagues with system administration support tasks, for a range of service-specific business applications e.g. System C LAS/LCS/EYES.

- Under guidance from the Senior Applications Support Officers, learn and understand how to use relevant reporting tools, to extract reports to deliver information from systems to meet customers' business requirements.

- Follow and assist colleagues with development projects from initial idea / study to live implementation (including post implementation reviews) learning how to use approved project management techniques.

- To follow senior colleagues and assist with the documentation of Disaster Recovery procedures for the IT applications. You will also assist with Disaster Recovery testing.

- To follow processes for the administration of the acquisition, storage, distribution, movement and disposal of IT assets

- To follow senior colleagues and assist in the monitoring of capacity and availability and initiate actions to resolve any shortfalls according to agreed procedures.

- To liaise with software suppliers on errors, upgrades and system development.

- Use the available resources to gain and up-to-date knowledge of IT software applications and/or tools as required. Subsequently, to report on findings and thus contribute to policy and strategy development.

- To utilise established processes (e.g. ITIL) in the execution of your duties under minimal supervision.

- Work with customers and IT colleagues to understand business requirements relating to application enhancements, integrations and developments and represent the IT division on relevant implementation or development project groups.

- Based on agreed customer requirements assist in the writing IT specifications for enhancements, integrations and developments.

- To document and implement simple requests for change in relation to any IT components under the control and management of the team

- To use appropriate software tools, with the guidance of senior colleagues, to maximise the efficiency of the ongoing support & maintenance of the IT infrastructure.

Health and Safety

- To ensure suitable and sufficient risk assessments are carried out taking into account employee's capabilities.

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use policy and Data Protection Policy,
- Protect the council's information assets from unauthorised access, disclosure, modification, destruction or interference,
- Report actual or potential security incidents.

Knowsley Better Together – Staff Qualities

The following qualities have been adopted by the Council and apply to all employees. You are expected to embrace and display these qualities.

- **Integrity**. You are required to be open and honest, maintain high standards of personal behaviour and display strong moral principles.
- **Accountability**. You must take personal responsibility for your actions and decisions and understand the consequences of your behaviour.
- **Communication**. You must listen and talk to others, taking account of other people's points of view. You should share information and strive to work together.
- **Respect.** You must treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can.

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