Job description

Job title	Senior IT Officer
Grade	J
Directorate	Resources
Section/team	IT/Production Support
Accountable to	IT Analyst/Snr IT Analyst
Responsible for	IT Officer
Date reviewed	November 2024

Purpose of the Job

The purpose of this job is to oversee the provision of ICT-related services within a varied portfolio of services. The post-holder will contribute to the design, research and development of technology solutions to deliver efficiencies and the improve effectiveness of the council.

Duties and Responsibilities

Areas of Responsibility
The post holder will support and exploit of a range of IT solutions and technologies within specific and appropriate skills and knowledge bases.

Technical Skills and Knowledge
Through existing knowledge and experience, required training and skills sharing gain appropriate levels of competence in relevant technical areas, applications and tools to provide support across a number of technical and/or business portfolios.

Incident Management
- Use agreed procedures and tools to monitor and analyse incidents to deliver resolutions within target times and advise on necessary actions to prevent repeat occurrences.
- Ensure that resolutions are clearly documented and recorded for future reference.
- Providing input to the development of incident management resolutions and workarounds,
- Development of Incident Management documentation as required.

January 2024

Problem Management

- Take the lead in resolving escalated calls and problems in your area of work, co-ordinating appropriate internal and external specialists and providing the required levels of support to effect a timely resolution.
- Ensure that resolutions are clearly documented and recorded for future reference.
- Assist with the implementation of preventative measures within your area of responsibility.
- Providing input to escalation and co-ordination process as required,
- Development of Problem Management documentation as required.

Change Management

- Assess, analyse, develop, document for change in your area of work in line with the IT Service change management processes and procedures.
- Seek approval and implement changes as instructed by senior colleagues.
- Work with Colleagues to ensure changes don't compromise systems availability.
- Provide input to the business impact assessment of changes.

Availability Management

- Use agreed procedures to assist senior colleagues in ensuring the availability of IT services within your area of work.
- Use agreed procedures to take back-ups and restore when required. Carry out operational requirement to check back-ups/change tapes etc. as required. Also assist with the regular testing of back-up procedures.
- Use agreed procedures to protect the Council's IT service components within your area of responsibility against computer viruses and other security related threats.
- Research and recommend improvements to infrastructure, management tools and processes to improve the effectiveness and efficiency of the within your area responsibility.
- Provide input to the development of Availability Management documentation as required.

Capacity Management

- Follow procedures and work with colleagues in the IT Service and across the Council to proactively monitor and manage IT capacity within your area of work to ensure that demand that does not exceed capacity.
- Report to IT Analysts on any likely or actual excessive demand.
- Provide input to the development of Capacity Management documentation as required.

Release/Installation/Patch/Data Management

- Under guidance from senior colleagues, assess and analyse release components/patches, build, test and implement within your area of work.

- Seek approval and implement releases as instructed by senior colleagues.
- Provide input to post implementation reviews and the development of documentation relating to Release/Patch Management as required.

Asset/Configuration Management
- Working with all appropriate colleagues, assist in the documentation and maintenance of the interdependence between configuration items.
- Follow procedures for the administration of the acquisition, storage, distribution, movement and disposal of all hardware and software within your area of work.
- Provide input to the development of documentation relating to Asset and Configuration Management as required.

IT Continuity Management
- Assist with the implementation and testing of ICT Continuity testing within your area of work.
- Provide input to the development of ICT Continuity documentation, including system recovery procedures, as required.

Project Support and Management
- Provide support to projects and provide information flow across all stakeholders.
- Report successes, areas of concern and lessons learned and carry out any work required to implement identified improvements.
- Assist senior colleagues in; devising solutions, assessing their feasibility and practicality and producing initial estimates, project plans and risk analysis.
- Provide input to the clarification of customer requirements.

Applications Enhancement, Integration and Development
- Under guidance from senior colleagues work with customers and IT colleagues to understand business requirements relating to IT enhancements, exploitation, integrations and developments.
- Based on agreed customer requirements assist senior colleagues in delivering enhancements, exploitation, integrations and developments, completing all relevant documentation.
- Provide significant input to the detailed specification, design and development of systems enhancements and take on the lead role in some small development projects.

Strategy, Research, Development and Exploitation
- Assist in the design and development of solutions and contribute to the development of associated strategies within your area of work.
- Maintain an up-to-date knowledge of existing product road maps and future/alternative products within your area of work, reporting findings as appropriate.
- Exploit software tools to maximise the efficiency and effectiveness of the area of your work.

- Provide input to the development of new strategies within your area of work as required.

Management and Supervision
- Support and assist colleagues in the delivery of their work, ensuring that adequate resources are available to meet demands and that training needs are identified and reported to senior colleagues to maintain continuity of support and development.
- Share knowledge and best practice to enable the development of the next generation of specialists.
- Act in a customer focused service manner as part of a team that strives to be innovative and continuously improving.
- Assist in the development and maintenance of good working relationships, with within the IT Service and across the Council to promote confidence in service provision and IT Service.
- Contributing to reports for directorate, corporate, partner and external groups and committees.
- Provide support to any audit work within your area of work.
- Work with others to ensure that sufficient resources are available to enable the support requirements of the IT service over the expected hours of IT service availability.
- Encouraging others on the team to offer a customer focussed service, seeking innovation and aiming for continuous improvement.

Communication:
- Liaise with both internal and external customers (including vendors) at appropriate levels and escalate matters to senior colleagues as appropriate.
- Liaison and attendance at relevant user groups, national, regional and sub-regional working and special groups including any regulatory or statutory bodies as and when required and approved.
- Ensure regular and meaningful communication is maintained with the customer and other relevant stakeholders when dealing with a fault or issue
- Support the team meeting process to provide a means for bi-directional communication.
- Ensure that appropriate communication is undertaken across the IT Service to facilitate the smooth delivery of IT services to customers.

Other
- To understand and comply with all policies and procedures relating to the post holders employment with the Council and the execution of their duties.
- Uphold equal opportunities in employment, in advice and in service delivery and comply with all requirements of the Health and Safety legislation, data protection and Council Policy, taking appropriate action where necessary.
- Performing such other appropriate duties as set by officers of the Service's Senior Management Team, undertaking such duties that will

assist the IT Service and the Council in meeting its objectives and contributing to the personal development of the post holder.

Health and Safety

- To ensure suitable and sufficient risk assessments are carried out taking into account employees 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.