

## ROLE DESCRIPTION

<b>Job Title</b>	IT Technical Officer
<b>Salary Band</b>	SCP 27 - 32
<b>Reporting to</b>	Principal Solutions Architect (Smart Ticketing)
<b>Directorate</b>	Resources
<b>Service Area and sub area</b>	Digital Services
<b>Political Restriction</b>	N/A

<p><b>1. Primary Purpose of the Post</b></p> <p>The role will work within the Digital Services function and will support the development, implementation and support of the LCRCA's digital systems and services, specifically with regard to Smart Ticketing systems and services. You will be responsible for daily monitoring and proactive maintenance to maximise performance and availability. You will also assist with the delivery of projects tasks as required.</p>
<p><b>2. Your responsibilities</b></p> <p><b>Contribute to LCRCA IT Team</b></p> <ul style="list-style-type: none"> <li>• Contribute to timely and helpful support for system users in resolving issues and delivering efficient operational outcomes for the organisation.</li> <li>• Assist in the delivery of all aspects of the digital service where required, specifically with regard to the delivery of Smart Ticketing services.</li> <li>• Put the needs of the people of the Liverpool City Region first in carrying out their duties, taking an action focussed and respectful approach.</li> </ul> <p><b>Provide Technical Support to LCRCA staff and Members</b></p> <ul style="list-style-type: none"> <li>• Respond to relevant service requests in a timely manner.</li> <li>• Provision appropriate communications as required.</li> <li>• Contribute to major incident reviews.</li> <li>• Assist with Problem Management function to identify root causes and implement changes where necessary.</li> </ul> <p><b>High availability of business systems</b></p> <ul style="list-style-type: none"> <li>• Pro-actively monitor infrastructure and applications to identify possible issues.</li> <li>• Respond to Smart Ticketing incidents in a timely manner.</li> <li>• Strictly adhere to IT change management processes.</li> <li>• Pro-actively maintain Smart Ticketing applications, systems and infrastructure as appropriate.</li> <li>• Complete documented Smart Ticketing daily checks and other preventative proactive tasks.</li> </ul>



- Liaise with other IT staff regarding the feasibility, capacity and scheduling of related changes.
- Assist with initial disaster recovery exercises.
- Carry out regular recovery tests and documenting results.
- Ensure backup processes are in place for core applications and systems.
- Ensure that backup logs are checked for success and exceptions dealt with.

**Transition solutions from project implementation phase into live environment**

- Assist colleagues to ensure implementation and testing phases are complete.
- Be familiar with go live documentation.
- Test alerting and monitoring facilities.
- Test backup and restore plans.
- Assist with support and knowledge transfer for solutions to the Service Centre.

**3. General Corporate Responsibilities**

- To participate in all aspects of training and development as directed. Use all relevant learning opportunities to improve personal skills and to improve the effectiveness and efficiency of IT services.
- To contribute towards achieving corporate efficiency targets and initiatives.
- To ensure the Combined Authority’s commitment to equal opportunities is demonstrated through promoting non-discriminatory practices in all aspects of work undertaken.
- Ensure all work complies with statutory requirements and with the Constitution of the LCRCA, including Standing Orders and Financial Regulations of the Combined Authority.
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice, and the Combined Authority’s safety plan.
- This job description is not intended to be prescriptive or exhaustive and is issued as a framework to outline the main areas of responsibility at the time of writing.

**4. General Corporate Responsibilities**

Competency Based Interview

**Key words:**

Technical Officer, Smart Ticketing, ITSO, Public Transport



**PERSON SPECIFICATION**

**Job Title:** Technical Officer (Smart Ticketing)

<b>Criteria</b>		
<b>Qualifications and Training</b>	<b>E = Essential D = Desirable</b>	<b>Identified By</b>
Hold or be working towards an industry standard qualification e.g. COMPTIA A+ or have equivalent knowledge gained from experience working in a multi-disciplined IT Team	<b>D</b>	<b>A,I</b>
ITIL v3/4 Foundation	<b>D</b>	<b>A</b>
Evidence of relevant continued professional development.	<b>D</b>	<b>A</b>

<b>Experience and knowledge</b>	<b>E = Essential D = Desirable</b>	<b>Identified By</b>
Demonstrable experience of working in an operational and evolving ITSO Smart Ticketing environment (e.g. Customer/Card Management Systems, online retail systems), with a focus on resolving incidents	<b>E</b>	<b>A, I</b>
Demonstrable understanding of the public transport network	<b>E</b>	<b>A, I</b>
Experience of working with third parties to resolve incidents	<b>D</b>	<b>A, I</b>
Experience of using tools within the Microsoft 365 suite	<b>D</b>	<b>A, I</b>
Experience of applications, cloud or infrastructure support	<b>D</b>	<b>A, I</b>
Experience of IT Service Management processes	<b>D</b>	<b>I</b>

<b>Skills and abilities</b>	<b>E = Essential D = Desirable</b>	<b>Identified By</b>
Ability to identify a root cause of issues and solve problems.	<b>E</b>	<b>A, I</b>
Excellent analytical skills.	<b>E</b>	<b>A, I</b>
Excellent Interpersonal skills.	<b>E</b>	<b>A, I</b>
Ability to work on own initiative.	<b>E</b>	<b>I</b>
Ability to prioritise workload.	<b>E</b>	<b>A, I</b>
Ability to work to conflicting deadlines.	<b>E</b>	<b>I</b>
Demonstratable can-do attitude	<b>E</b>	<b>I</b>



<b>Personal Attributes</b>	<b>E = Essential D = Desirable</b>	<b>Identified By</b>
Determination to deliver	<b>E</b>	<b>I</b>
Committed to helping all areas of the LCRCA to deliver their service plans which underpin the pledges made by the Metro Mayor to the residents of the Liverpool City Region	<b>E</b>	<b>I</b>

<b>Core Behavioural Competencies</b>	<b>E = Essential D = Desirable</b>	<b>Identified By</b>
Willingness to work flexibly as and when required	<b>E</b>	<b>I</b>
Ability to work effectively and efficiently from home and in the office	<b>E</b>	<b>I</b>
Flexible approach to workload and working pattern when required	<b>E</b>	<b>I</b>

**Key to Assessment Methods:**

KO – Knockout question	A - Application	P – Presentation	T - Test
FQ – Filter Question	I – Interview	E – Exercise	AC – Assessment