ICT Applications Officer

LEVEL: Level 6

ACCOUNTABLE TO: Head of ICT

SALARY: £32,115 to £35,235 per annum (pro rata for part time hours). Pay award pending.

LOCATION: Totnes/Tavistock/Agile

CONTRACT: Permanent

Job Purpose

The role of the ICT Applications Officer is to define, implement and maintain technology solutions which support the Corporate and Service objectives of the Councils. The ICT Service Area is responsible for infrastructure, networking, application support and development, telephony, database administration and security.

We manage and support projects, help reduce demand and create efficiencies by working with suppliers and internal customers.

Within Applications we support the current Council software solutions whilst also looking for ways to improve our customer experience and make existing processes more efficient.

Reporting to the Principal ICT Application Support & Development Officer and Head of ICT, and working with other ICT Applications specialists, the post holder will be expected to take a key role in the evaluation, implementation and support of ICT solutions and have a role in the development of integrations, support of applications and administration of databases where required.

The Applications specialists work closely with the Council's workflow and business process design specialists and there will be an opportunity to help us develop processes and innovative solutions that will impress our customers on our industry leading LoCode platform. Some exposure to ICT project management would be useful but more important, is a "can do" approach. An appetite to rise to a challenge will be rewarded by an environment, responsibility and the support with which to get the job done.

Role Profile

- Participating in major ICT projects, co-ordinating and negotiating with customer suppliers.

- Providing guidance, advice and support for Application Development.

- Developing Applications and integrations to the required standards, managing the Application lifecycle and conducting code reviews.

- Supporting the Business Development Team with the development of complex integrations on our Lo-Code platform.

- Maintenance and support of Document Management systems, Revenues and Benefits, Planning, Environmental Health, GIS & Gazetteer systems as well as other Council based systems.

Updated May 2025

- To act as Database Administrator (DBA) for the Councils' SQL server and Oracle databases, and to lead on the modelling and creation of new databases and troubleshoot performance and integrity issues.

- To produce and deploy integrations and interfaces, and test and accept third-party interfaces.

- Supporting the Councils' principal business applications and being the lead contact for the resolution of technical issues with suppliers.

- Managing the testing and implementation of new business applications and upgrades.

- Developing change management plans and procedures to implement major changes in an effective, consistent and controlled manner.

- To support the Principal ICT Information Security Officer in helping to protect our Cyber Security stature.

Person Specification

Qualifications

Essential	Desirable
Educated to degree level or equivalent experience.	Degree in ICT or a related field.
	PRINCE 2 qualification.
	Information Technology Infrastructure Library (ITIL) qualification.
	A Full UK driving licence.

Knowledge / Experience

Essential	Desirable
Relevant experience in IT Application Support and knowledge of the business function.	Experience of maintenance of Electronic Document and Records Management Systems (ERDMS), Revenues and Benefits, Planning, Environmental Health, GIS and Gazetteer systems.
Working knowledge of application development and support, application lifecycle management and able to set standards for application development.	Exposure to ICT project management using PRINCE 2 (or equivalent).
Ability to prioritise, meet deadlines and work effectively under pressure.	Experience and development in any of the following, Microsoft C# .net, MVC architecture, HTML, CSS, Drupal, Python, PowerApps or Liberty Create.

Good communication skills both written and verbal to include report writing, presentation and influencing skills.	Database maintenance and Database Administrator (DBA) experience in Oracle.
Committed to high standards of performance and quality.	
Experience or relevant knowledge of Specification, design, development and support of applications.	
Database maintenance and Database Administrator (DBA) experience in Microsoft SQL.	

Skills / Abilities

Essential	Desirable
Ability to effectively motivate teams and colleagues at all levels to work collaboratively.	Experience of the implementation of Web Services, Interfaces and integrations, Data conversion and migration.

General / Other

Essential	Desirable
All staff must be prepared to understand the Equal Opportunities, Customer Care and Health and Safety policies.	
Engaging, enthusiastic and positive manner with a strong 'can do' approach.	
Willingness to develop skills and knowledge and work flexibly and resourcefully.	
To undertake relevant training to expand knowledge of application support, Cyber Security and Council related training.	
A basic DBS check is required upon appointment.	

Updated May 2025

General

The list above is not exhaustive, this role profile sets out the duties of the post at the time it was drawn up. Such details may vary from time to time without changing the general character of the duties or the level of responsibility involved.

Safeguarding Children & Adults at Risk

The Council has a Safeguarding Policy which outlines its responsibilities and the responsibilities of its employees. All employees need to be aware of this Policy and comply with the contents.

Equalities, Diversity & Inclusion

The Council has an Equalities, Diversity and Inclusion policy which outlines its commitment to creating a culture that respects and values each other's differences, promotes dignity, equality, diversity, and inclusion, encourages individuals to develop and maximise their true potential and combats prejudice, discrimination, and harassment.

Staff Code of Conduct

The public, our communities, customers, and colleagues are entitled to expect the highest standards of conduct from all people working for the Councils. The Code of Conduct sets out the general standards of conduct expected of everyone working for the Councils.

Climate Change

Contribute to the Council's corporate objectives in relation to climate change by considering the environmental impact of individual and collective actions, working to reduce resource and energy use, minimise waste, and anticipate and enhance the efficiency of services in response to a changing climate, wherever possible, to help the council reduce its own carbon footprint and that of the district.