JOB PROFILE

SYSTEMS SUPPORT OFFICER

Overview	
Post No.	TBC
Grade	2
Directorate	Communities
Service Area	Environmental Health & Communities
Team	Business Support
Reporting to	Team Leader Communities Business Support Team

The Job
To provide comprehensive systems support & administrative support for technical equipment, and IT systems used by Communities & Building Control. To provide general support and cover to the other staff and the management of the Service Area.

Generic Accountabilities of the Role

1. To lead on the development & implementation of the Council's IT strategy for Communities, advising the Heads of Service as required.

2. Supervisor and administrator for all IT software, including data management and electronic document records management systems, used extensively across Communities.

3. To provide training and systems support to Communities staff in the use of equipment, software etc.

4. To undertake or participate in the evaluation of new hardware and software systems for Communities.

5. To attend & represent Communities at meetings, working groups, etc., both within the Council & with outside organisations.

6. To provide data / information for Freedom of Information Requests received within Communities.

7. Responsible for providing data / information for all statutory annual and other mandatory returns and liaising with relevant authorities.

8. Responsible for using Access software to create queries, reports, forms, and to extract information from databases.

9. Administrator for all Communities public email folders.

10. To maintain adequate and proper records of work carried out using the Council's manual and IT based systems, and to prepare reports as required.

11. Such other duties as the Communities Heads of Service may from time to time reasonably require.

12. To carry out changes and new practices identified by Communities Heads of Service.

13. To discharge the duties of the post in accordance with the Corporate Plan with a view to continuous improvement of Council services.

14. To work with the other staff and the management of Communities, to help ensure that the Council delivers the best value and highest quality services possible within the resources available to it.

Professional and Personal Attributes	
Qualifications Educational and Professional	Essential: • Good basic standard of education and literacy. Desirable: • IT qualification.
Knowledge	Essential: • In depth knowledge of PC usage and applications. • Experience and/or a good understanding of the application of the newer emerging technologies such as Data Management and Electronic Document Management Systems. Desirable: • Understanding of Environmental Health role. • Experience of basic website editing. • Good working knowledge of Environmental Health computer software packages such as Uniform, GIS mapping systems and Information@Work.
Experience	Essential: • Good understanding of PC applications, Microsoft 'Office' suite, and an appreciation of network operations. Desirable: • Previous PC/network user support/help desk experience. • Experience of working within a local authority. • Experience of working with ICT technical support staff.
Special Aptitude/Skills	Essential: • Ability to give advice on complex problems to staff of all levels or outside bodies. • Ability to make high level judgements that are wider than those encompassed in professional qualifications. • Ability to carry out work in diverse areas which involve creative thinking. • Must be able to communicate effectively in writing and orally, with Officers at all levels, other Local Authorities and external suppliers of application software solutions. • Effective problem solver. Desirable: • Experienced at resolving PC/network user problems.
Personal Behaviours	Essential: • Ability to stay calm when under pressure. • Positive and helpful attitude when dealing with users and members of the public. • Self-motivated & enthusiastic. • Able to plan and co-ordinate a wide range of tasks whilst working under pressure.

	• Ability to work within a team.
	• Able to adapt and react positively to changing demands and circumstances.
Other	Essential:
	• Ability to work out own programmes and approaches to major problems.
	• Willingness and ability to learn new applications and systems.

The grade for this post is determined by Job Evaluation.

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not meant to be a detailed list of all duties and responsibilities which may be required. It will be supplemented and further defined by objectives set at appropriate times, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.