JOB DESCRIPTION

JOB TITLE: ICT Support Officer

REFERENCE: RES265

SALARY SCALE: Scale 4 (scp 10-13) £27,694 to £29,064 per annum

HOURS OF WORK: 37 hours per week

POST NO: E172

SERVICE AREA: ICT Section

RESPONSIBLE TO: ICT Infrastructure Officer

RESPONSIBLE FOR: -

JOB PURPOSE: To assist in the implementation and support of PC based systems throughout the authority.

KEY RESULT AREAS:

- Installation and maintenance of PC systems and printers throughout the authority.

- Installation of PC software throughout the authority.

- General help on PC support matters.

- Assist in the support and maintenance of Microsoft SQL Server databases throughout the authority.

- Assist in the support and maintenance of MySQL databases throughout the authority.

- Administer and support the ICT helpdesk.

- Provide technical support to users within the authority.

- Assist in the implementation and maintenance of ICT security policies throughout the Authority.

- Operational duties in the day-to-day running of the central computing equipment.

- Organise the disposal of redundant personal computer equipment.

- Maintain and keep up to date PC virus and Spyware software and provide user support where viruses are discovered.

- Advise on PC upgrades/replacements within the authority.

- Provide hardware and software support to the authority's remote sites.

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- Maintain an up to date record of all loan equipment.

- Keep an up to date network diagram mapping all the network points throughout the authority.

- Maintain an inventory system of all PCs and software.

- Document all PC software installations.

- Arrange warranty repairs on all PC equipment.

- User support and maintenance of all presentation equipment.

- To be responsible for ensuring the data quality of all information related to the duties of the post.

- To adhere to the Council's policies including equal opportunities and health and safety.

- To undertake other duties of a similar responsibility as may be allocated to the post from time to time.

Signed   Date
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Name (Print)
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PERSON SPECIFICATION

ESSENTIAL	DESIRABLE	TO BE IDENTIFIED BY
Qualifications		
Educated to GCSE level, with a good standard of numeracy and literacy, i.e. Maths and English at grade 4 (old grade C) or above.		Application Form
Full UK driving licence plus access to a car for work purposes.		Application Form/ Interview
Experience		
Experience in a diagnostic and support IT environment.		Application Form/ Interview
Experience of supporting corporate ICT systems.		Application Form/ Interview
Skills/Knowledge		
Windows XP and 7 desktop operating system.		Application Form/ Interview
Installation and diagnostic skills of Windows XP and 7 desktop operating system.		Application Form/ Interview
Microsoft Active Directory.		Application Form/ Interview
Basic printer configuration.		Application Form/ Interview
Microsoft Office.		Application Form/ Interview
Strong customer facing skills.		Application Form/ Interview

ESSENTIAL	DESIRABLE	TO BE IDENTIFIED BY
Skills/Knowledge		
	Microsoft SQL Server.	Application Form/ Interview
	MySQL Server.	Application Form/ Interview
	Knowledge of IT Security.	Application Form/ Interview
Additional		
Good communication skills.		Application Form/ Interview
Ability to cope with pressure and prioritise work.		Application Form/ Interview
Ability to work unsupervised.		Application Form/ Interview