

 St Albans City & District Council	Job Description and Person Specification	
Job Title	Digital Applications Officer	
Post Number	P1192; P1198; P2408	JE Ref:
Grade	Grade 6	
Other Payments		
Job Family	Technical & Professional Services	
Service	Corporate Services	
Progression	Progression through the grade is dependent on performance against delivery targets, value and behaviours	
Hours per week	37 hours, 12-month contract	
Accountable to	Digital Applications Manager	
Date created/ reviewed	July 2013, Reviewed August 2021, Reviewed August 2025	

JOB DESCRIPTION FOR DIGITAL APPLICATIONS OFFICER

Job Purpose

These posts provide dedicated technical IT support for the application software predominantly within housing, revenues, benefits, Planning and customer delivery. Software from other areas of the Council will be supported as part of business improvement processes and infrastructure upgrades.

Whilst each post will specialise as the first line and second line support for specific systems, they provide resilience by understudying each other.

The main purpose is the delivery of reliable, accurate and customer focused IT services that enable delivery of the Council's corporate prioritise and departmental business requirements.

Accountabilities

1. To have a detailed level of knowledge and expertise in technology systems together with an extensive knowledge of application software systems. This will include maintaining responsibility for the day-to-day administration of application software systems and maintaining high level of performance
2. Effectively managing and running system batch jobs using common system technologies and functions such as Web Service API's, XML, SQL and schedulers to complete system tasks and to support departmental requirements and legislation. Ensure accurate data is available in accordance with legal requirements for the reporting and compilation of statistical and Government returns liaising with relevant managers and staff to agree the validity of data and what action is required to correct any system or data base errors. Collaborate with various departments to ensure continuous service improvement.
3. Work with managers to design and customise appropriate reports in order to meet business need using a variety of business reporting tools such as Business Objects, Power BI, SQL Server Reporting Services (SSRS) and Business Reports. Ensuring data storage and retention complies with the General Data Protection Regulations (GDPR).
4. Work in a flexible and collaborative way within wider teams across the Council, having regular effective and coordinated communication with other team members to ensure that appropriate levels of business continuity are in place.
5. Undertake, weekly, monthly reconciliation of systems to ensure data and financial postings are correctly accounted for and that any discrepancies are reported to the relevant officers and to take responsibility for taking corrective action (or checking that corrective action has been taken) to resolve any issues.
6. Undertake annual system user audits with system owners and managers to ensure staff access to systems and data is appropriate.
7. Develop and maintain effective working relationships with IT Support to resolve system incidents quickly and, where possible, preventing these from re-occurring. Ensure procedures are in place to monitor and maintain system log files to prevent service disruption and attend relevant user groups to develop good working relations with software providers.
8. Be lead project officer on system changes, software releases and upgrades to ensure that changes are tested and managed to prevent any adverse impact on service delivery. This will involve working collaboratively with colleagues across the Council and with other, external system providers.
9. Develop and maintain staff & system support training documentation and procedure notes. (This would include setting up new users on the IT systems and training/supporting new staff.) Ensure that systems knowledge is maintained at a suitable level to deliver support functions.
10. Keep up to date with enhancements, innovations and information systems throughout the Council to ensure a high level of service which meets business requirements. Identify ways to improve service delivery to staff and customers through the use of existing business systems and new and emerging technologies

Provide input into the development of business cases, including assessments of IT options, recommendations on implementation and return on investment.
11. Maintain and regularly review (quarterly) an inventory of computer systems, software modules (including licences) and associated support processes. Ensuring the accuracy of the information, identifying any discrepancies and seek to obtain remedies.
12. When handling all data to be conscious of General Data Protection Regulations (GDPR) to ensure that working copies and data extracts are held for the minimum amount of time required for the activity.

Demands

<p>Liaising with all departmental managers</p> <p>System support for up to 12 corporate systems and being able to switch between each daily with interruptions a daily occurrence. Ability to deal with software breakdowns, unanticipated faults and to develop solutions.</p> <p>The ability to work accurately at all times. This accuracy needs to be maintained when workloads peak at critical business times for example annual billing.</p> <p>Ability to manage own time between day to day support & administration and system updates / projects.</p> <p>Ability to focus continuously for 3-4 hours daily working on system tasks that support major business services such as rents, revenues and benefits.</p> <p>Ability to work to strict deadlines ensuring all daily tasks are completed.</p> <p>Ability to impart complex technical information in a clear and concise manner.</p>

Working Conditions

<p>Post holder will be working in an office environment.</p> <p>The role will also involve working out of hours and occasional weekends to ensure system downtime is kept to a minimum. For example, Live system upgrades, during annual billing and year end system processing.</p>

Other Employment Requirements

This job may be suitable for occasional home working.

This may include desk sharing or other flexible working arrangements.

The postholder is expected to be available in the office during business critical processes such as year end billing. There may also be the need to work out of normal business hours and weekends at key periods and during live system upgrades. This is to ensure the required system related tasks are completed in a timely and accurate manner with minimum system downtime.

The job holder will need to attend meetings that maybe outside of normal office hours and perform system updates and changes out of office hours.

ROLE SPECIFIC PERSON SPECIFICATION - [add role title]				
Criteria		Essential	Desirable	Assessment
Values and Behaviours				
	We are Customer Driven	X		I, T, R
	We Care	X		I, T, R
	We are Confident	X		I, T, R
	We Work Together	X		I, T, R
	We are Trusted	X		I, T, R
Qualifications				
Q1	Maths and English GCSE at grade A_C, or equivalent level of qualification	X		A
Q2	Degree or equivalent professional qualification in IT /Systems support & management		X	A
Knowledge				
K1	Up to date and working knowledge of relevant legislation, regulations, standards and core disciplines of work area Commitment to and clear understanding of equal opportunities	X		
K2	Up to date and working knowledge of relevant legislation, regulations, standards and core disciplines of work area Commitment to and clear understanding of equal opportunities	X		

K3	Advanced working knowledge of Microsoft office suite and any other productivity software in use across the Council	X		
K4	Working knowledge of common system technologies (XML, SQL, Schedulers, Scripting, batch jobs input / output files)	X		
K5	As an external facing role, it is vital to understand how IT systems impact on both staff and external customers	X		
K6	Working Knowledge of current systems within scope of the support role		X	
K7	Awareness of systems integration methods like Web Service API's and Business Improvement principles		X	
Experience				
E1	Experience of successfully achieving work area objectives in a relevant role	X		A,I
E2	Experience of working with a range of corporate systems, having lead administrator responsibility with a good understanding of operational procedures.	X		A,I
E3	Experience of working across a wider IT support team delivering joined up efficient services to customers	X		A,I
E4	Being able to work collaboratively with IT users with a strong emphasis on customer focus and desire to exceed customer requirements	X		A,I
E5	Evidence of building successful relationships with third party service providers and technology solutions.	X		A,I
E7	Enabling access to systems and information through websites and web services	X		A,I
E8	Experience in a role dealing with data protection, security and confidentiality awareness including an understanding of GDPR	X		A,I
E9	High quality communication skills (both verbal and written), together with excellent interpersonal skills to influence and negotiate at all levels and to build effective working relationships with others	X		A,I
E10	Experience of system interrogation to design complex reports.	X		A,I

E11	Membership of IT or other Council department related professional body		X	A
E12	Working for a Local Government organisation specifically a local authority		X	A

Method of Assessment Codes

A	Application Form	T	Tests (online / at interview)	R	Reference	D	Documentary Evidence	I	Interview	O	Other
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For further information on the scope of accountabilities when working at this level please see the generic job description/person specification [here](#) on our website