

HARBOROUGH DISTRICT COUNCIL - JOB DESCRIPTION

POST: Senior Application Support & Development Officer (24 Months Fixed Term)

TEAM: ICT

GRADE: 7

SERVICE AREA: ICT & Transformation

RESPONSIBLE TO: ICT Technical Manager

VARIATIONS TO STANDARD CONDITIONS OF SERVICE

1. This is a description of the job as it is constituted at the date shown below. It is the practice of this Authority to periodically examine employee's job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to them. You will therefore be expected to participate fully in such discussions. It is the Authority's aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you.
2. Casual car user.

DATE ISSUED: October 2018 (Updated September 2026)

JOB PURPOSE:

To ensure the effective maintenance and development of identified ICT systems including the Council's corporate land and property-based system (Idox Uniform) and corporate document and records management system (Idox EDRMS).

PRINCIPAL RESPONSIBILITIES:

1. To act as senior systems administrator for the Council's corporate land and property-based systems including all Idox Uniform and Public Access modules.
2. To act as systems administrator for the Council's corporate document and records management system.
3. To assist with the administration, management and development of other ICT systems as may be identified as directed by the Head of ICT & Transformation.
4. Define and maintain comprehensive system security ensuring compliance with relevant policies, conventions and legislative requirements.
5. Liaise with service areas, suppliers and ICT team to develop and maintain a programme for implementation of security patches and system upgrades and implementation of new systems/module.

6. Work with service areas to maximise efficiencies and benefits of identified ICT systems including assisting in system process reviews,
7. To lead on and manage the roll out of new and/or modified modules for identified systems including working closely with service areas with regards to system design, set up and end user training and support.
8. Ensure efficient and effective integration between identified systems (Idox Uniform, Idox Public Access, Idox, EDRMS, ESRI ArcGIS) and relevant interfaces with other systems as required
9. Develop and maintain standard themes and templates including production of user guides and provision of end user training.
10. Develop and maintain system reports to facilitate extraction of periodic and ad hoc management information to support service areas
11. Maintain a centralised library of user guides and documentation.
12. To participate in relevant working groups and project boards internally and externally.
13. To uphold and display the HDC behaviour competency framework to at least level 2.
14. To ensure compliance with all Council policies and statutory requirements and guidance in relation to Equality and Diversity, Equal Opportunities, Health and Safety, Safeguarding and Communication and involvement policies
15. As a term of employment, the postholder may be required to undertake other such duties as may reasonably be required of you in the post and department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments at any of the Authority's establishments.
16. Health and Safety
 - To be familiar with and always comply with
 - the Council's general health and safety policy,
 - the Council's specific health & safety policies and procedures as detailed in the Council health and safety policy documents, and
 - local department specific health and safety procedures as amended or added to from time to time.
 - To report any unsafe practice, accident, incident, dangerous occurrence or hazard found during your work to your line manager for action.
 - To take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work. To maintain Personal Protective Equipment and to report any PPE that is defective.
 - To co-operate with all staff and members of the authority so far as is necessary to enable all health and safety requirements to be performed or complied with.

- To ensure anything provided in the interests of health, safety or welfare is not intentionally or recklessly interfered with or misused.

HARBOROUGH DISTRICT COUNCIL – PERSON SPECIFICATION

JOB TITLE:	Senior Applications Support & Development Officer				
TEAM:	ICT				
POST NO:		GRADE:	7	WEEKLY HOURS:	37
ALLOWANCE:	Casual Car User				
CONTRACT TYPE:	2 Year fixed term. Secondment considered.				

TYPE OF CRITERIA	ESSENTIAL REQUIREMENTS: Minimum requirements for the successful completion of the job	ASSESSMENT A / I / T / E	DESIRABLE REQUIREMENTS: Elements that contribute to improved / immediate performance in the job	ASSESSMENT A / I / T / E
QUALIFICATIONS	Minimum requirements for the successful completion of the job		Higher level Qualification in relevant subject/discipline	A / E
	Good general level of education to A Level or equivalent	A / E	Project Management methodology- e.g. PRINCE2	A / E
	GCSE in Maths and English at grade C or above or equivalent.			
EXPERIENCE	Experience of business process re-design and methodology	A / I	Use of GIS systems and digital mapping	A / I
	Experience of design and delivery of training programmes	A / I	Web development	A / I
	Experience of delivering development programmes	A / I	Use of IDOX Uniform	A / I

	Extensive experience of working in a system support/ administrator role demonstrating an understanding of requirements Working with others - liaising with other organisations to achieve a desired objective Planning workload to achieve objectives Working to standards and deadlines Extracting data from systems, including performance indicators.	A / I	Use of IDOX document management system Use of ESRI ArcGIS	A / I
KNOWLEDGE	Systems administration/database management System security Information management including an understanding of data protection requirements An understanding of channel shift	A / I A / I A / I A / I	IDOX Uniform systems administration IDOX DMS systems administration Digital Mapping Remote working - requirements and implications	A / I A / I A / I
SKILLS	Attention to detail/accuracy Coaching skills Excellent communication skills, with the ability to present complex information in an understandable way Commitment to continually seek and implement	A / I / T A / I A / I / T A / I	MS Access report writing Business process mapping GIS Skills Scripting / interfacing	A / I A / I A / I / E A / I / E

	improvements and helping others to cope with change Ability to work under pressure and to deadlines Delivering end user training Advanced MS Office skills Must have a positive attitude to work situations and be pro-active in problem solving Project management skills	A / I A / I A / I / E A / I A / I / T	
OTHER	Understanding of Business Continuity and Disaster Recovery	A / I	
Assessment Legend: A = Application I = Interview T = Test or Assessment E = Evidence (e.g. certificate)			
N.B. Where more than one assessment stage is indicated against a criteria that criteria must be demonstrated at both stages			