

**CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL
JOB PROFILE**

DEPARTMENT: Chief Executive	SERVICE GROUP: WYPF
POST TITLE: IT Support Officer	REPORTS TO: Head of IT
GRADE: Band 6/8	SAP POSITION NUMBER :

The following information is furnished to help Council staff and those people considering joining the City of Bradford Metropolitan District Council to understand and appreciate the general work content of their post and the role they are to play in the organisation. The duties and responsibilities highlighted in this Job Profile are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis. For posts where employees speak directly to members of the Public the post holder is required to demonstrate their ability to speak fluently in English.

As a candidate you will be expected to demonstrate your ability to meet the special knowledge, experience and qualifications required for the role by providing evidence in the application form for the purpose of shortlisting. Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column of this section.

The employee competencies are the minimum standard of behaviour expected by the Council of all its employees and the management competencies outlined are those relevant for a post operating at this level within our organisation.

Both sets of competencies will be used at interview stage and will not be used for short listing purposes.

Key Purpose of Post:

To provide an administration support service relating to the operation and maintenance of ICT equipment to the Unit and Fund employers

Support user equipment such as printers, video, phones, computers, cabling for desks and equipment.

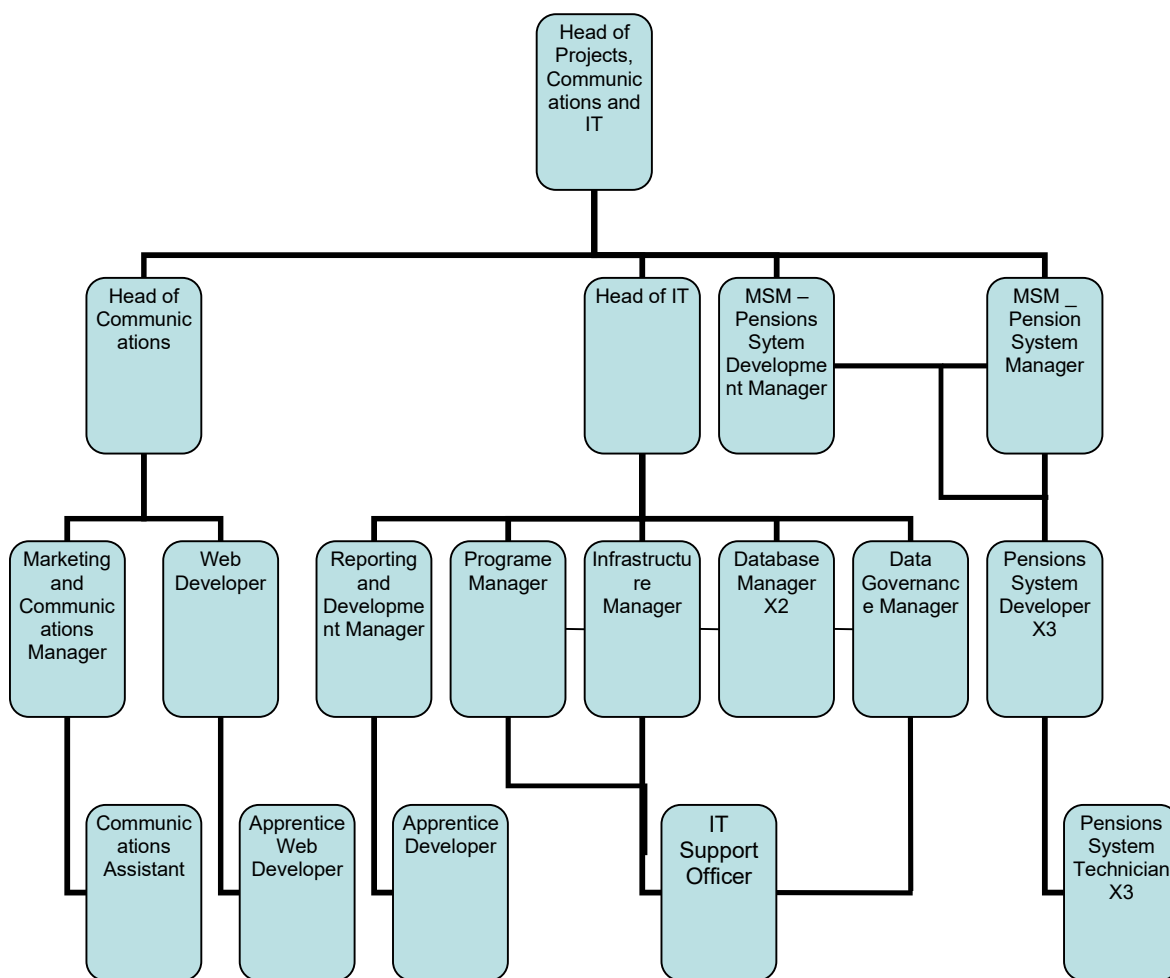
Troubleshoot local hardware and network issues

Main Responsibilities of Post:

1. Responsible for ensuring that desktops, printers, mobile devices and other ICT hardware is installed correctly and efficiently and within agreed timescales and standards
2. Ensure that WYPF's asset register and other hardware registers are updated

and accurate

3. Purchasing of IT consumables, making sure sufficient supplies are in stock and we comply with procurement rules and achieve best value
4. Liaising with external suppliers
5. Ensure that daily backups are completed on all servers and that the appropriate backup tapes are sent off site working in conjunction with our 3rd party.
6. Ability to problem solve, to evaluate and investigate issues and ideas to suggest or implement resolution
7. Understand the principles and requirements of the Data Protection Act and apply these to the handling of confidential information
8. Manage own allocated workload, prioritising work and working to strict deadlines, with a minimum of supervision
9. Understands own contribution to service outcomes, consistently performing well whilst under pressure and in the face of change.
10. Participate in project group discussions regarding service provision and delivery, and working practices and efficiencies.
11. Responsible for the correct application of the WYPF's Quality system where it impacts on his/her area of work and identify any deficiencies in the system to their Manager.
12. Ensure safekeeping of spare equipment, portable equipment, supplies of cables etc., equipment delivered but not yet installed
13. Assist the control and scheduling of batch procedures and print queues
14. Checking and uploading tell us once data / Updating NI Database, Oracle exports, Tax Code updates and taking action to resolve any issues.
15. Checking BACS reports and other logs.

Structure:**Special Knowledge Requirement. Will be used for shortlisting.**

	Essential
Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column.	
Due to the Governments Fluency in English Duty for posts where employees speak directly to members of the public the post holder is required to meet the Advanced threshold level (which will be implemented where the post requires a greater level of sensitive interaction with the public – where the person is able to demonstrate that they can during the interview: a) Can express themselves fluently and spontaneously , almost effortlessly b) Only the requirement to explain difficult concepts simply hinders a natural smooth flow of language	x
Carries out a variety of working practices, applies complex regulations,	

rules, procedures and processes across a technical / specialist area	
Uses knowledge of Health, Safety and Environmental policies, -- procedures and regulations including risks in own area of work	x
Uses a range of complex IT packages relating to area of work	
Ability to adopt a process of continual improvement and suggest ways of working more efficient and effectively to improve service delivery.	x
Knows and understands how to use, interpret, handle and communicate information	x
Ability to problem solve, to evaluate and investigate issues and ideas to suggest resolution	x
Able to communicate effectively with both external suppliers and customers and internal customers	
Uses initiative and has good attention to detail	
Uses organisational skills to manage own workload, exercising good judgement and initiative to prioritise work, work to strict deadline and be responsible for own service provision.	x
Awareness of data protection and data security protocols.	x
Relevant experience requirement: Will be used for shortlisting	
<u>BAND 5</u>	
Proficiency in Microsoft products.	
<u>BAND 6</u>	
At least 1 years pensions or IT experience. Working as part of a team. Working knowledge of development using Microsoft Excel, Database and Report Writer Software.	
<u>BAND 7 and above</u>	
2 years pensions or ICT experience	
Relevant professional qualifications requirement: Will be used for shortlisting	
For commencement at <u>Band 5</u> and <u>Band 6</u> of the career grade: 3 GCSE Grade C or above, or equivalent, OR evidence of numeracy and literacy plus recent experience of working as part of a team.	
At <u>Band 7</u> a level 3 qualification in IT or equivalent.	
Core Employee competencies to be used at the interview stage.	
Carries Out Performance Management	
Covers the employee's capacity to manage their workload and carry out a number of specific tasks accurately and to a high standard.	
Communicates Effectively	

Covers a range of spoken and written communication skills required as a regular feature of the job. It includes exchanging information/building relationships; giving advice and guidance; counselling, negotiating and persuading and handling private, confidential and sensitive information.

Carries Out Effective Decision Making

Covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. It includes planning and organising, self effectiveness and any requirements to quality check work.

Undertakes Structured Problem Solving Activity

Covers a range of analytical skills required for gathering, collating and analysing the facts needed to solve problems. It includes creative and critical thinking; developing practical solutions; applying problem solving strategies and managing interpersonal relationships.

Operates with Dignity and Respect

Covers promoting equality, treating all people fairly and with dignity and respect, maintains impartiality/fairness with all people, is aware of the barriers people face.

Working Conditions:

Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions.

Special Conditions:

There is a requirement for the post to have recruitment checks such as DBS, Warner Process.

Compiled by:

**Grade Assessment
Date:**

Post Grade: Band 6/8

Date: