

CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL JOB PROFILE

DEPARTMENT: Corporate Resources	SERVICE GROUP: IT Services
POST TITLE: ISP Application Support	REPORTS TO: Application Support Manager
GRADE: Band 6 – PO3	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.

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. **Please see the separate guidance information on how to complete the form located on Bradnet.**

Key Purpose of Post: Max 3

Working in IT Services in the Application Support team to deliver application support, maintenance, configuration and development that ensures that the department meets and exceeds agreed service levels to its customers.

Develop innovative solutions to solve business problems and identify opportunities to drive efficiencies across the Council.

Deliver excellent customer service.

Main Responsibilities of Post: Max 15

Where required by a line manager or a Senior ISP, support, maintain, configure or develop applications to meet and/or exceed agreed service levels.

Support the continuous development and enhancement of the service, and ensure that customer care and service excellence are established as core values.

Follow service management processes to ensure consistency and effectiveness of the service and contribute to continuous process improvement.

Use agreed IT service management tools to accurately capture data relating to ITIL processes. Ensure service related documentation is accurate and relevant.

Collaborate with colleagues to identify and investigate problems in systems and services throughout the organisation. Assist with the implementation of remedies and preventative measures.

Maintain an understanding of advances in the relevant technology environment and be able to deliver expert advice while looking at ways that new technology can be implemented to deliver service improvements.

Where required, supervise specialist external technical consultancy.

Develop and maintain collaborative working relationships with all colleagues and with end users. Provide specialist guidance and advice to less experienced colleagues to ensure best use is made of available assets, and to maintain or improve service delivery.

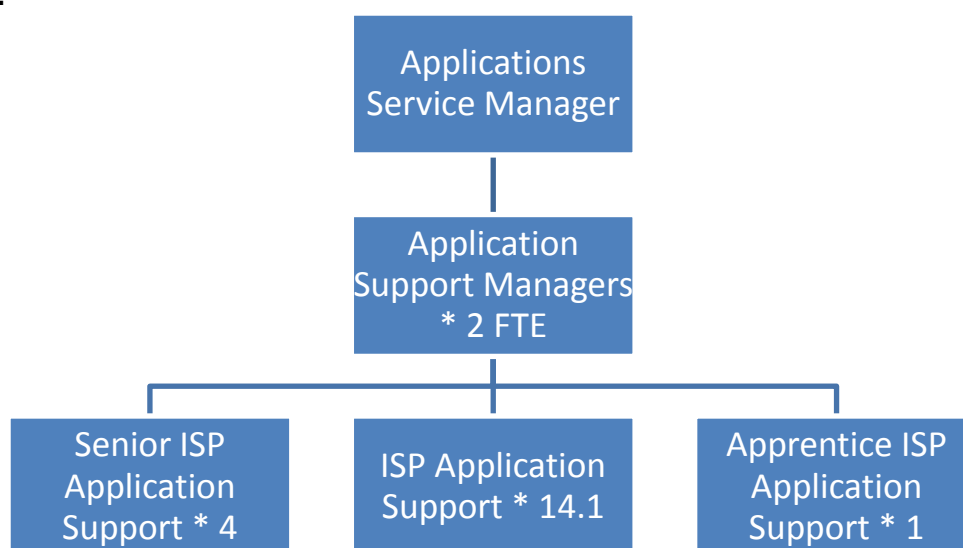
Manage the access to highly confidential, personal, financial, political and commercially sensitive information; to ensure compliance with appropriate legislation e.g. DPA, FOI, Child Protection Act, etc, the unauthorised disclosure of which would prejudice the interests of the Council.

Ensure compliance with appropriate policies, procedures and guidelines.

Responsible for assets, equipment and materials within the ICT service undertaking.

To carry out any other duties as required, which are reasonable in terms of the nature and level of the post.

Deputise for the Senior ISP or line manager as required.

Structure:**Special Knowledge Requirement: Essential for shortlisting. Max 10**

Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column

	Essential
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,(e.g. in children's centres) – where the person is able to demonstrate that they can during the interview's 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
Apply in-depth knowledge of implementing appropriate technologies.	X
Apply In-depth knowledge of supporting appropriate technologies.	X
Apply In-depth knowledge of developing appropriate technologies.	X
Knowledge of the ITIL framework and the ability to work within it.	X
Able to successfully deliver end user support.	X
Able to use IT service management tools to accurately capture data relating to ITIL processes.	X
Able to develop and maintain collaborative working relationships with all colleagues and end users.	X
Able to collaborate with colleagues to identify and investigate problems in systems and services throughout the organisation, assisting in the implementation of remedies and preventative measures.	X
Able to deliver excellent customer service.	X

Relevant experience requirement: Essential for shortlisting
At least 1 years' experience working in an ICT business systems environment AND a related BTEC National Level qualification or equivalent.
OR
Several years' experience of working in an ICT business systems environment using additional skills identified at Level 1 for the skill set(s) relating to the post.
Relevant professional qualifications requirement: Essential for shortlisting
N/A
Core Employee competencies at manager level to be used at the interview stage.
Carries Out Performance Management – covers the employees capacity to manage their workload and carry out a number of specific tasks accurately 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 treating everyone with respect and dignity, maintains impartiality/fairness with all people, is aware of the barriers people face.
Management Competencies: to be used at the interview stage.
Operates with Strategic Awareness Our managers work with corporate priorities and policies in a joined up way with others, internally and externally. Works democratically, transparently and accountably.
Practices Appropriate Leadership Our managers motivate their staff to exceed expectations through raising their awareness of goals and moving them beyond self interest for the sake of the team or service. They consider serving the District in all that they do.
Delivering Successful Performance Our managers monitor performance of services, teams & individuals against targets & celebrate great performance. They promote the District's vision & work to achieve Council's values & agreed outcomes.
Applying Project and Programme Management Our manager's work to ensure that outcomes and objectives are achieved within desired timescales, make best use of resources and take a positive approach to contingency planning.
Developing High Performing People and Teams Our managers coach individuals and teams to achieve their potential and take responsibility for continuous improvement. They champion the Council's values and goals.
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:		
None		
Compiled by: Reformatted April 2019 Date: 12/4/19	Grade Assessment Date:	Post Grade: Band 6 – PO3