FAREHAM
BOROUGH COUNCIL

DEPARTMENT: ICT
JOB TITLE: ICT Development & Support Officer
POST NO: CT047
SALARY: £37,046 to £41,001 (Local Grade 6)

What is the role?

Working within the ICT Development Team, the ICT Development & Support Officer supports, administers and develops a range of corporate systems used across the Council. The role provides technical support, systems administration, data management, reporting and system development, working closely with service users, managers, ICT colleagues and external suppliers. The postholder will help services make effective use of their systems, investigate and resolve technical issues, maintain secure and accurate information, develop reports and automated solutions, and contribute to system implementations, integrations, upgrades and data migration activities.

The role may include:

- Providing technical support and systems administration for a range of corporate applications.
- Investigating system issues and working with suppliers, service areas and ICT colleagues to identify effective solutions.
- Developing and maintaining reports, queries, stored procedures, functions and other technical solutions using SQL and associated reporting tools.
- Supporting SQL Server and Oracle databases, including data retrieval, manipulation, monitoring and basic database administration.
- Creating and maintaining system reports, letters, templates, charts and operational or statutory returns.
- Managing user accounts, permissions and system security in accordance with organisational requirements.
- Monitoring system logs, email queues, interfaces and scheduled processes, taking action where errors or failures occur.
- Supporting GIS, LLPG, property information and digital mapping systems and processes.
- Preparing, cleansing, validating and migrating data for new systems, service changes and corporate projects.
- Developing automated solutions that reduce manual processing and improve the accuracy and efficiency of Council services.
- Working with service areas to understand their requirements and ensure systems are developed and used to their full potential.
- Delivering system guidance and training and producing clear user documentation.
- Acting as a knowledgeable point of contact for designated corporate systems or technical areas.

- Supporting system testing, implementation, upgrades, integrations and transitions.
- Maintaining accurate records and applying appropriate data protection and information security controls.
- Participating in the ICT early and late cover rota and, on rare occasions, supporting major system activities or special events outside normal working hours.

Who is the Person?

It is important to us that you have:

- A relevant degree, recognised ICT qualification, or equivalent practical experience.
- Experience of supporting, administering or developing business-critical applications or corporate systems, including externally hosted or cloud-based business systems.
- Practical knowledge of SQL and relational databases, with the ability to retrieve, analyse and manipulate data.
- Experience of developing reports using tools such as SQL reporting, Power BI, BusinessObjects or equivalent reporting technologies.
- Experience of writing stored procedures, functions, temporary tables, cursors or dynamic SQL.
- Experience of system implementation, integration, data migration or organisational change projects.
- Strong analytical and problem-solving skills, with the ability to investigate complex issues and develop practical solutions.
- The confidence to take ownership of technical issues and see them through to an effective resolution.
- The ability to understand service requirements and translate them into appropriate system, reporting or data solutions.
- Experience of managing user accounts, access permissions and system security.
- An understanding of data quality, information security and data protection requirements.
- The ability to work accurately with complex or high-volume data.
- A proactive and innovative approach, with the confidence to recommend and implement improvements.
- Good organisational and time-management skills, with the ability to manage competing priorities.
- Strong written and verbal communication skills, including the ability to explain technical matters clearly to non-technical users.
- The ability to build effective working relationships with service users, managers, suppliers and ICT colleagues.
- Experience of liaising with software suppliers and managing incidents through supplier support arrangements.
- The confidence and judgement to provide technical advice, challenge requirements appropriately and deal professionally with complex or disputed issues.
- Experience of delivering user training, guidance or technical documentation.
- The ability to work effectively both independently and as part of a team.
- A commitment to continuous professional development and learning new systems and technologies.

- Flexibility to support essential ICT activities either in person or remotely outside normal working hours when required.

The following would be beneficial but are not essential:

- Experience of GIS, digital mapping, LLPG or property information systems.
- Experience of local authority systems and services.
- Knowledge of land charges, planning, environmental health, licensing, building control, waste management, revenues/benefits, housing, finance systems.

Our policy is to make adaptations for those who have substantial and long-term disabilities. If you need an adaptation to carry out any of the above, please let us know.