

Chief Executive's Department – Digital Service Technician (1 year limited term contract)

Grade 5, SCP 20 – 26 (£27,306- £32,654) Commencing on point 20

An exciting opportunity has arisen for an enthusiastic individual to join the Council's Digital & Information Team. The position offers a unique opportunity to work with different technologies and varied business requirements. The main duties of the role will be to provide support for software applications, in-house development, analysis and testing services for Council wide projects.

Effective communication and problem solving skills as well as the ability to work under pressure is required. Candidates should also possess 5 GCSE at grade C or above including English and Maths.

If you have experience in user acceptance testing, process analysis, software development and implementations we would welcome an application from you.

Further details and an application pack for the above vacancy can be obtained from the HR Section on 696455 or downloaded from www.douglas.gov.im. The closing date for the receipt of completed applications is 5.00 pm, on Friday, 5th March 2021.

Miss K J Rice, Chief Executive, Town Hall, Ridgeway Street, Douglas, Isle of Man, IM99 1AD

DOUGLAS BOROUGH COUNCIL JOB EVALUATION SCHEME

JOB DESCRIPTION

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| DEPARTMENT | Chief Executive's |
| SUB-SECTION | Secretarial/Administration |
| DESIGNATION | Digital Service Technician |
| REPORTS TO | Head of Digital & Information |
| DURATION | Limited Term Contract <i>(1 year LTC potentially leading to a full time post)</i> |
| GRADE | Grade 5, SCP 20 – 26 (£27,306- £32,654) Commencing on point 20 |
| HOURS OF DUTY: | Monday – Friday (37 hours per week) (daily: 8.45 am – 5.15 pm with 1 hour 10 minutes for lunch) |

MAIN PURPOSE OF THE JOB

Provide second-level and third-level support for software applications and in house development. Provide analysis and testing services for Council wide projects. Ensuring customers receive a high level of service at all times, issues are resolved effectively and customers are kept fully informed of progress. Where required be responsible for providing first line advice and support for users and for recording and identifying call types. Identify, prioritise, resolve and / or allocate more complex issues to other Digital Services staff or support suppliers in a timely fashion once passed skill-set.

In line with technical skills and experience deliver specific service requests working on tasks to maintain and improve the Digital Services solutions.

SUMMARY OF RESPONSIBILITIES AND PERSONAL DUTIES

1. Install configure test and implement new software releases for existing or new corporate software applications following standard corporate procedures to ensure the Council is utilising the most up to date versions of the applications.
2. Provide business, process, gap analysis; specification documentation, testing documentation and functional UAT testing.
3. Assist with comprehensive software and application testing in conjunction with service departments prior to the implementation of any new or updated applications, paying careful attention to change-control procedures and the applications system requirements.

4. Deliver completed software and software enhancements to the end user ensuring training is made available by creating / updating training material and delivering training to services for which the application was designed.
5. Identify understand and interpret customer requirements offering first level support in an attempt to resolve software support calls at point of entry or ensure appropriate route for resolution is provided and that team targets are met.
6. Provide data analysis, integration, organisation, searching, management and maintenance, improving the performance and services delivered to the Council via its Digital systems.
7. Progress manage and monitor calls / requests through to resolution or delivery or escalate those that are reaching or that have passed target fix times to Digital Services colleagues with a different skill set, using existing processes and tools.
8. Ensure customers are kept informed on the progress of their request and provide support advice or training as required.
9. Arrange and manage the delivery of Digital Services requests ensuring full compliance with the request process and effective delivery of each request within the quoted timescales specifically.
10. Ensure all requests and associated information are accurately recorded. Collect appropriate data for the purpose of reporting team and service performance.
11. Adhere to the Digital & Information Services Security Policy, Procedure and Standards documentation assisting with the maintenance of an adequate system security for the handling of confidential information and data.
12. Maintain an inventory of Software applications.
13. Maintain the Council Intranet data where an Officer has not already been assigned the role.
14. Maintain a sound understanding of Digital & Information Services processes and corporate software solutions available to customers and take responsibility for discrete work packages or small projects to improve processes systems security or use of the Digital Services corporate software.
15. Assist with implementing and driving the improvement of work processes and procedures in conjunction with the Digital & Information Services team.
16. Compliance with the provisions of the Isle of Man Data Protection Act 2018, Freedom of Information Act 2015, Council policies, procedures, Standing Orders and Financial Regulations, other relevant legislation and Committee procedures.

17. Responsible for ensuring all health and safety requirements are met and that all Digital & Information areas are maintained to a good standard of repair and cleanliness and for the safety of the public and other staff that come into contact with any aspect of Digital & Information Services duties being undertaken.
18. Ensure equality of opportunity for all people, in service provision and in employment, and to work in a non-discriminatory manner in accordance with the Council's Equal Opportunities Policy.
19. Participate fully in discussions relating to any changes deemed necessary to the job description, reaching mutual agreement to any reasonable changes with the Council reserving the right to implement reasonable changes to the job description after consultation with the post holder, if not agreed by mutual consent.
20. Provide cover for the Customer Service Desk when required.
21. Assist the Head of Digital & Information and Team colleagues as required.
22. Work extended hours as requested by the Head of Digital & Information/Chief Executive and to be available to assist with out of hour's emergencies or out of hours planned work.
23. Such other duties of a general or specific nature as may from time to time be required by the Head of Digital & Information Services / Assistant Chief Executive / Chief Executive.

SELECTION CRITERIA

Essential

1. Experience in a similar role
2. 5 GCSE's at grade C or above including Maths and English.
3. Knowledge of 'Software development' techniques and practical use of at least one coding language and/or database language.
4. Previous experience of working on a help desk and experience in dealing with customer enquiries, call handling and use of office equipment and an understanding of problem management and resolution.
5. Experience of software testing, functional testing and User Acceptance Testing.
6. Ability to communicate effectively with a wide range of people on complex matters and convey information and training to service users in a friendly and positive manner.
7. Experience in the use of software packages, including MS Office, Spreadsheets and MS SQL Databases to input, retrieve and interpret data.
8. Ability to work as part of a team or as the responsible lead for small projects.
9. Ability to work outside of normal hours as required.
10. Ability to communicate effectively, both formally and informally, with Members, colleagues, subordinates and customers. A good appreciation of the wider role of Digital & Information and how it fits into the Organisation.
11. Organised and self-motivated with the ability to work under pressure. The ability to absorb new technical information rapidly and apply it effectively. Initiative to keep skills up to date.
12. Have a flexible approach to work and collaboration with team members.
13. Thinks logically and creatively to resolve digital problems.
14. Full/clean valid driving licence.

Desirable

1. Technical qualifications
2. Development experience using any of the following technologies:
 - SQL Server 2008R2 - 2016
 - .NET
 - Microsoft Dynamics Navision
 - Laserfiche Document Management
 - Web CRM (Joomla, Wordpress)
3. Experience of Civic Housing Systems, Web services & hosting, Windows 2016 & 10,
4. A relevant vocational qualification in ICT/Administration.
5. User training experience.
6. Experience of local Government.
7. Political Sensitivity.

DOUGLAS BOROUGH COUNCIL

PERSON SPECIFICATION - POST OF Digital Service Technician (1YR LTC potentially leading to a full time post)

AF – Application Form

C – Certificate

I - Interview

| ATTRIBUTES | ESSENTIAL | DESIRABLE | HOW IDENTIFIED |
|---|---|---|----------------|
| Qualifications & Professional Vocational Training | <ul style="list-style-type: none"> Experience in a similar role. 5 GCSE's at grade C or above including Maths and English. | <ul style="list-style-type: none"> Technical qualification A relevant vocational qualification in ICT/Administration. | AF / C |
| Relevant Experience & Knowledge | <ul style="list-style-type: none"> Knowledge of 'Software development' techniques and practical use of at least one coding language and/or database language. Previous experience of working on a Digital Service /helpdesk and experience in dealing with customer enquiries, call handling and use of office equipment and an understanding of problem management and resolution. Experience in the use of software packages, including MS Office, Spreadsheets and MS SQL Databases to input, retrieve and interpreting data. Experience of (up to) Windows 2016, Active Directory, Windows10, Security and access control. Understand of Cyber Security and Security principles. An understanding of the importance of confidentiality. | <ul style="list-style-type: none"> Development experience using any of the following technologies: <ul style="list-style-type: none"> SQL Server 2008R2 -2016 .NET Microsoft Dynamics Navision Web Content Management, Joomla, Wordpress Civica Housing Systems MS SharePoint Software as a Service solutions. | AF / I |
| Skills & Abilities | <ul style="list-style-type: none"> Ability to work as part of a team or as the responsible lead for small projects. Ability to communicate effectively, both formally and informally, with Members, colleagues, subordinates and customers Good appreciation of wider role of Digital Services and how it fits into the Organisation Initiative to keep skills up to date Ability to work under pressure Ability to absorb new technical information rapidly and apply it effectively | <ul style="list-style-type: none"> User training experience. Software testing experience. Knowledge of Change Control. Knowledge of ITIL Standards. Experience of working complex financial systems projects. Capable of analysing user requirements and advising on scope and options for operational improvement Experience of local Government. Political Sensitivity. | AF / I |
| Attitude & Motivation | <ul style="list-style-type: none"> Organised and self-motivated with the ability to work under pressure with accuracy and paying attention to detail. Ability to treat customers in accordance with the Council's values: fairness, respect, openness, integrity, trust and accountability. Ability to work outside of normal house as required. Ability to take reasonable care of your health and safety and that of other people who may be affected by your work. | <ul style="list-style-type: none"> Evidence of interest in continuing professional development | I |