

Post Specification

Date	February 2024
Post Group Number	6680
Post Title	ICT Service Support Officer
Job Family	Organisational Support
Job Family Role Profile	OS9
Final Grade	Grade 9

To be read in conjunction with the [job family role profile](#)

Service Area description	
<p>This role will be part of the Westmorland & Furness ICT Service, Enabler Services Directorate.</p>	
Purpose of this post	
<ul style="list-style-type: none"> The purpose of the ICT Service Support Officer is to provide administrative, asset and configuration management support, manage ICT procurement requests, and to act as a point of reference to ICT Service staff for procurement queries and issues, and to manage goods receipting and disposal. Supporting the ICT Service Support Manager with advice, planning and other related issues associated with supporting the ICT Service. Working within the ICT team to deliver the best experience for the end-user. 	
Key job specific accountabilities	
<ul style="list-style-type: none"> Assist with the asset management process. This includes asset recovery, ad-hoc site audits, stock checks, collating asset data, reporting any security issues, and managing storage areas and acting as first point of contact with Facilities Management regarding these areas. Manage the raising of procurement requests on behalf of the ICT Service and processing of ICT invoices while ensuring the procurement of goods and services is straightforward, timely and offers best value and ensuring best use is made of framework agreements. As needed, determine and recommend which products or services best fit the customers' needs and provide assistance to successfully deliver projects and service improvement initiatives. Supplier liaison and negotiation, including obtaining quotations, confirmation of specifications, delivery scheduling, warranty issues and other related matters. Manage the Council's mobile device contract and the administration of all associated assets. Create and update published guidelines and catalogue items to support self-service ICT procurement. Compiling accurate reports/accounts of work undertaken, issues and problems identified and their impacts on work programmes and Council initiatives. Captures knowledge and contributes to service improvement. 	
Key facts and figures of the post	
Budget Responsibilities	<ul style="list-style-type: none"> n/a

Staff Management Responsibilities	<ul style="list-style-type: none"> • n/a
Other	<ul style="list-style-type: none"> • Some direct responsibility for ICT assets
Essential Criteria - Qualifications, knowledge, experience and expertise	
<ul style="list-style-type: none"> • NVQ3 in Business Administration, GCSE "A" Level, HNC/HND or Demonstrable relevant competence • Demonstrable experience and/or knowledge of ITIL processes. • Literacy in language, numbers and ICT. • Extended period of working in a relevant role or environment • Regular and extended use of a range of standard software e.g. Competent secretarial use of Word, full presentations in PowerPoint, Excel spreadsheets with standard formulae and techniques. Use of straightforward macros, advanced tools. • ECDL. • Good understanding of financial processes and tools. • Good written and verbal communication skills • Ability to travel independently to sites throughout the County. 	
Disclosure and Barring Service – DBS Checks	
<ul style="list-style-type: none"> • This post does not require a DBS check. 	
Job working circumstances	
Emotional Demands	<ul style="list-style-type: none"> • No emotional demand
Physical Demands	<ul style="list-style-type: none"> • Regular demand for lifting heavy and/or bulky equipment, fragile and/or high value equipment, and/or working in awkward or confined spaces
Working Conditions	<ul style="list-style-type: none"> • No exposure to adverse weather, occasional working with adverse temperature and/or noise, normal levels of adverse people behaviour
Other Factors	