



ICT Support Officer

Post number: ICT026

Grade: Scale 5

Date: November 2025

Service area: Information Technology

Reports to: ICT Support Team Leader

Job profile

Purpose

A professional role responsible for undertaking ICT Technical tasks as required in the support, implementation, development and maintenance of ICT platforms and systems. To provide lead expertise in specific ICT Technical tasks and provide second line support to all Council and Trading Company staff, executives and members.

Dimensions

The post holder will report to the ICT Support Team Leader. The post holder will not directly be responsible for managing staff or budgets.

Main duties and responsibilities

1. Provide 2nd line IT technical support for the council's IT systems for officers, members & Trading Companies using the council's ticketing system. Categorise and prioritise tickets, troubleshoot, diagnose and resolve in line with Service Level Agreements.
2. Maintain the corporate Business Case Management systems for all departments, including upgrades, security vulnerability patching and server maintenance often outside of core hours and lone working for minimal impact to staff and services. Central system configuration including access provisioning for users and



system functionality, and mapping implementation.

3. Responsible for Microsoft 365 platform identity and access management for users in the 365 suite of applications e.g., SharePoint, Entra, Teams, Power BI and exchange etc.
4. Technical support of the Council VOIP Telephone system, including server maintenance and configuration, upgrades and security vulnerability patching. Technical administration of the Telephone software to set up and manage softphone and desk phone users, in addition ring groups, call forwarding and call pickup options.
5. Application and software management, apply software installations, upgrades and security patches, to departmental software, ensuring compliance and support is maintained.
6. User provisioning, device configuration and deployment of user equipment, including new starter user account creation and permissions and security, editing of user account and deletion of user accounts for the council, trading companies and councillors. Configuration of domain settings and all corporate business systems in accordance with ICT policies and ensuring GDPR legislation compliance for all users.
7. Configuration of the mobile device management (for all mobile phone, tablets and laptops,) including setting of security configuration policies for user access to applications, device enrolment, security compliance and deletion. Provide support for assigned users. Enable and maintain Two Factor Authentication (2FA), allowing secure access to our network for members, trading companies and external companies as required.
8. Resource coordination and device lifecycle management – identify all equipment to be replaced, to ensure all devices are in support and receiving security updates. Set equipment specification, procurement of all new user devices and equipment, new software for the Council, ensuring that the best value for money is achieved, in accordance with budgetary restrictions, time constraints and security compliance.
9. Support and critical maintenance during Election periods of the Election infrastructure. This includes pre-election setup of databases, setup of hardware integral for postal vote scanning and all IT support during the Election period outside of core hours. Additional responsibility to move and set up network related hardware at the count location on Election Day to ensure seamless operation for the Returning Officer and Election staff.



10. Provide support during Disaster Recovery (DR) Testing – server recovery, application testing, full review and recommendations for improvement actions.
11. Coordinate and run security/cyber awareness exercises and training throughout the year to maintain a good security focus for the officers of the council and identify weaknesses in cyber-security knowledge.
12. Create and support reports for case management, data analysing and monitoring for departmental use, using a variety of software i.e. Microsoft Power BI and Access. Identifying improved work practices to aid the departmental users.
13. Support 1st Line support during periods of high-volume work and in providing informal training to increase knowledge and awareness of council systems and procedures.
14. Collaborative working to establish and maintain positive relationships with all users, management, council members and third parties for the continued benefit of the Council.
15. Create and amend technical documentation for the ICT team at a high-level following upgrades/updates or implementation of new systems.
16. Produce and maintain user friendly guidance documents (non-IT Staff) following upgrades/updates, changes or new system implementation to reflect current security and standards.

Project Management

1. Take the lead role in allocated ICT projects. Make effective contributions to ICT projects, both discussions and actions, to all other ICT projects.
2. Allocating resources (personnel, equipment) effectively.
3. Communicating project status, issues, and progress to all stakeholders.
4. Creation of new technical and user documentation relating to projects.

GIS Support

1. Creation and maintenance of Postgres Database for GIS Mapping.
2. To provide Geographical Information System (GIS)/spatial and mapping support to the authority and all users including the creation and amendments of maps and data attributes including data manipulation and data exports.
3. Support the GIS officer in any requests or projects.



Training

1. To attend internal and external training courses as identified to enable the proper implementation and ongoing support for existing and new corporate systems.
2. Train end users (staff & members) on new software and processes, providing written guidance and providing demonstration as and when necessary.
3. To develop personal knowledge and understanding of all corporate systems to increase capability to provide ICT support and extend contribution to the ICT Team.
4. Maintain awareness of relevant legislation governing IT (e.g. Freedom of Information Act, GDPR and Data Protection, WEEE Directive and associated hardware disposal regulations, Computer Misuse Act etc.).

Special conditions

The post is full time (37 hours) and permanent.

Pre-employment checks

None

Business Travel

Casual car user



Person specification

Qualifications

Description	Essential or desirable	Assessed through the application form or through the interview
A Level/Degree or equivalent	Essential	Application

Experience

Description	Essential or desirable	Assessed through the application form or through the interview
3-5 years' experience working in an ICT environment planning, installing, maintaining and supporting business applications	Essential	Application/ Interview
Experience of GIS theory and application	Desirable	Interview
Obtained or studying towards an IT support qualification	Desirable	Application
Experience of working within ICT Service Desk environment	Desirable	Application

Knowledge, skills and abilities

Description	Essential or desirable	Assessed through the application form or through the interview
Working knowledge of: Windows Operating system	Essential	Application/



Description	Essential or desirable	Assessed through the application form or through the interview
• Microsoft Office • GIS Systems • LLPG		Interview
Ability to acquire "technical know-how" as appropriate	Essential	Interview
Working knowledge of work practices and office procedures	Essential	Interview
Knowledge and understanding of effective customer care	Essential	Interview
Understanding of VOIP Telephone systems	Essential	Interview
Councils Core IT systems including; • Office 365 • Windows 11 • Microsoft SQL • Electronic Document Management • Customer Relationship Management • Idox Uniform system	Desirable	Interview
Database Management	Desirable	Interview
Working knowledge and understanding of Microsoft Office 365	Desirable	Interview
Knowledge and understanding of Local Government	Desirable	Interview
Ability to prioritise actions and decisions relative to customer needs	Essential	Interview
Analytical skills in order to solve problems presented by users at various levels	Essential	Interview



Personal Attributes

Description	Essential or desirable	Assessed through the application form or through the interview
Can work on own initiative and as part of a team	Essential	Interview
Reliable flexible and responsive with the ability to react to changing customer service demands	Essential	Interview
Customer focused and self-motivated	Essential	Interview
Willingness to learn and undertake training to improve service delivery	Essential	Interview
Good interpersonal skills to develop and maintain good working relationships	Essential	Interview