

Job Description

For ICT Practitioner Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	IT Project Manager	JEID	IT005
Salary Grade:	Band L (SCP 26 - 28) £33,799 - £35,934		
Team:	Project Management, Strategy, Informations and Programmes		
Service Area:	Information Assets		
Primary Location:	Shire Hall, Warwick		
Political Restriction	This position is not politically restricted.		
Responsible to:	Project Management Team Leader		
Responsible for:			

Role Purpose

To coordinate IT projects using Prince 2 and Agile methodology to ensure they are delivered to time, scope and budget in the most efficient and effective way and that project objectives are achieved.

Role Responsibilities

Autonomy	Works under broad direction. Is fully accountable for own technical work and/or project/supervisory responsibilities. Receives assignments in the form of objectives. Establishes own milestones and team objectives, and delegates responsibilities. Work is often self-initiated.
Influence	Influences organisation, customers, suppliers and peers within industry on the contribution of own specialism. Has significant responsibility for the work of others and for the allocation of resources. Makes decisions which impact on the success of assigned projects i.e. results, deadlines and budget. Develops business relationships with customers.

Complexity	Performs a challenging range and variety of complex technical or professional work activities. Undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts. Understands the relationship between own specialism and wider customer/organisational requirements.
Business skills	<p>Advises on the available standards, methods, tools and applications relevant to own specialism and can make correct choices from alternatives. Analyses, diagnoses, designs, plans, executes and evaluates work to time, cost and quality targets. Communicates effectively, formally and informally, with colleagues, subordinates and customers.</p> <p>Demonstrates leadership. Facilitates collaboration between stakeholders who have diverse objectives. Understands the relevance of own area of responsibility/specialism to the employing organisation. Takes customer requirements into account when making proposals. Takes initiative to keep skills up to date. Mentors more junior colleagues.</p> <p>Maintains an awareness of developments in the industry. Analyses requirements and advises on scope and options for operational improvement. Demonstrates creativity and innovation in applying solutions for the benefit of the customer.</p>

Section B: Generic Role Profile

The generic role profile provides a list of the main tasks that cover the broad range of duties and responsibilities performed at this level for the job role. An employee may not be undertaking all of these at any one time, but they could be expected to do so under their contract of employment.

Generic Role Details

Job Role:	ICT Practitioner – SFIA Level 5
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Main Tasks

- Carries out assignments, alone or as part of a team, applying knowledge, skills, and experience. Demonstrates an understanding of the issues of interest to the client organisation and proposes viable solutions within the scope of own expertise, taking into account the needs of those affected (TSCNSL501).
- Develops and maintains knowledge of the technical specialism by, for example, reading relevant literature, attending conferences and seminars, meeting and maintaining contact with others involved in the technical specialism and through taking an active part in appropriate professional and trade bodies (TSTECH501).
- Carries out specific assignments related to the technical specialism, either alone or as part of a team (TSTECH505).
- Takes responsibility for the definition, documentation and safe execution of small to medium-scale projects, (typically lasting 6-12 months, with direct business impact, team of 3-5 and firm deadlines),

actively participating in all phases of the project. Identifies, assesses and manages risks to the success of the project (TSPRMG501).

- Takes responsibility for investigative work to determine business opportunities, and specify effective business processes. Specifies their implementation through improvements in information systems, data management, practices, organisation and equipment. Applies and monitors the use of required modelling and analysis tools, methods and standards in an intelligent and effective way (TSBUAN501).
- In a specified area of authority, works with business management to define and initiate systems development projects which support the organisation's objectives and strategic plans. Communicates information about planned projects as appropriate (TSDLMG501).
- Takes responsibility for the design, coding, testing and documentation of particularly large, complex or mission critical programs (TSPROG505).
- Specifies and designs large or complex systems, covering for example: objectives, scope, constraints (such as performance, resources etc.), hardware, network and software environments, main system functions and information flows, data load and implementation strategies, phasing of development, requirements not met, and alternatives considered (TSDESN501).
- Leads the assessment and selection of suitable software packages to meet all or parts of specified requirements (TSDESN508).
- Takes responsibility for one or more installation projects, providing effective team leadership (TSHSIN501).
- Manages database resources, including allocation of system storage. Working with the capacity management function, plans for future storage requirements, and prepares cases for additional resources (TSDBAD505).
- Takes responsibility for significant aspects of the installing, upgrading, operation, control, maintenance and effective use of local and wide area networks for the communication of data, voice, text or images (TSNTOP501).
- Investigates and diagnoses complex network problems, working with users, other staff and suppliers as appropriate. Resolves such problems, co-operating with the capacity management function and Network control and operations, to maintain overall network performance (TSNTAS505).
- Assisted by user representatives, technical specialists and legal specialists, assesses tenders on the basis of the pre-defined evaluation criteria and in accordance with relevant procurement processes and tender evaluation models. Presents evaluation results and recommends suppliers to those responsible for authorising the procurements (TSPROC).
- Regularly monitors the incidence, status and speed of resolution of enquiries and problems; is pro-active in devising improvements and recommending changes to systems, products or services. Evaluates potential solutions, and implements agreed field modifications or workarounds (TSUSUP505).
- Ensures that requests for support are properly logged, assigned and responded to in a timely manner and according to agreed standards and procedures. Ensures users and other interested parties are kept informed of progress and that corrective action is taken to avoid or minimise delays (TSASUP503).
- Monitors levels of service performance, ensures detailed metrics and records are kept and analysed, provides adequate, accurate and timely reports, to Customers and providers and initiates appropriate action to resolve issues involving other service management processes as necessary. Monitors the effectiveness of all service level management tools and processes in use. Recommends and justifies the purchase of new or upgraded tools and processes (TSSLMO505).

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria

Assessed By:

Either hold a full relevant professional qualification or have significant experience in an ICT environment at a senior level.	A,I,P
The ability to demonstrate a high degree of complex problem solving skills	A,I,P
The ability to communicate complicated and contentious information with varied audiences in person and/or writing	A,I,P
The ability to work within broad practice or guidelines using managerial discretion over a broad area of activity	A,I,P
The ability to work under a very high degree of pressure, including meeting unpredictable deadlines and dealing with conflicting demands	A,I,P
Experience of supervising and managing a small team	A,I
Experience of monitoring and managing project budgets	A,I
Experience of contributing to the development of ICT Policies and Procedures	A,I
Excellent IT skills	A,I
The ability to pull together plans/develop solutions through the introduction of new/original thinking	A,I,P
The ability to persuade others to adopt a course of action which is not necessarily their preferred approach	A,I,P

Desirable Criteria

Assessed By:

Prince 2 Practitioner	A,I
Knowledge of Agile Methodologies	A,I

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

<input type="checkbox"/> Provision of personal care on a regular basis	<input type="checkbox"/> Driving HGV or LGV for work
<input type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input checked="" type="checkbox"/> Restricted postural change – prolonged sitting
<input type="checkbox"/> Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing
<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/> Rotating shift work	<input type="checkbox"/> Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input type="checkbox"/> Regular work outdoors

<input checked="" type="checkbox"/> Significant use of computers (display screen equipment)	<input type="checkbox"/> Work with vulnerable children or vulnerable adults
<input type="checkbox"/> Undertaking repetitive tasks	<input type="checkbox"/> Working with challenging behaviours
<input type="checkbox"/> Continual telephone use (call centres)	<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> Work with vibrating tools/ machinery
<input type="checkbox"/> Work involving food handling	<input type="checkbox"/> Work with waste, refuse
<input type="checkbox"/> Potential exposure to blood or bodily fluids	<input type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	