

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:	MIS Support Officer	JEID	IT003
Salary Grade:	Grade H		
Team:	Schools ICT Development Service		
Service Area:	ICT & Digital, Enabling Services		
Primary Location:	Warwick / Home Working		
Political Restriction	This position is not politically restricted.		
Responsible to:	Team Lead Application Support		
Responsible for:	n/a		

Role Purpose

To provide high quality MIS Support to subscribing schools across Warwickshire

Role Responsibilities

Provide comprehensive MIS advice, guidance and support to customers
Respond to support requests in a timely manner
To maintain and develop a comprehensive set of MIS support documentation
To escalate complex requests to Senior MIS Support Officers as appropriate
To report any exceptional requests to the Team Lead Application Support

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 3

Main Tasks

- Designs moderately complex programs and program modifications from supplied specifications, using agreed standards and tools, to achieve a well engineered result (TSPROG301).
- Carries out fault diagnosis relating to moderately complex problems, reporting the results of such diagnosis in a clear and concise manner (TSSINT305).
- Installs or removes hardware and/or software, using supplied installation instructions and tools; follows agreed standards, including those for electrical work. Agrees the timing of the work with those affected, eg users, operations management, including, where appropriate, hand-over to client (TSHSIN301).
- Conducts tests of the hardware and/or software affected using supplied test procedures and diagnostic tools. Helps to resolve problems and faults, and corrects malfunctions, calling on help from more experienced colleagues if required. Documents results in accordance with agreed procedures (TSHSIN302).
- Uses the facilities of the tools and systems available to monitor and report on regular activities which are subject to the Service Level Management process and SLA OR OLA such as job activity, transaction processing, network activity, database activity, etc (TSSLMO301).
- Receives and logs requests for support from help desk, other service delivery staff and/or users. Prioritises requests in accordance with agreed criteria (TSASUP301).
- Within own area of competence, and following agreed procedures, investigates issues and other requests for support and determines appropriate actions to take (TSASUP302).
- Carries out all routine tasks associated with operating and controlling the installed hardware and software. This may include multiple hardware or software platforms (TSITOP301).
- Carries out required monitoring, logging and reporting tasks. Takes action on known errors and documented workarounds, logging such actions and advising supervisor or specialists when management or specialist attention is required (TSITOP302).
- Responds to simple enquiries from users, specialists and others and takes appropriate action within defined limits of responsibility or area of specialism to deal with processing priorities, running tests, or facilitating and overseeing installation, removal, upgrading and repair of equipment (TSITOP304).
- Answers and processes calls and enquiries at a help desk, personally resolving the majority of referred problems. Accepts escalations and initiates first-level support action (TSNTOP301).
- Investigates, diagnoses and resolves low impact network problems within service level agreement tolerances, referring to network users, other staff, and suppliers, as necessary (TSNTOP305).
- Under supervision, implements network changes and maintenance routines, utilising the appropriate tools and test equipment (TSNTOP306).
- Enrols users or groups, maintains system security, and monitors user and group access to databases (TSDBAD303).
- Using standard procedures and tools, carries out defined tasks associated with the planning, installation, upgrade, operation, control and maintenance of local and wide area networks for communication of data, voice, text or images within one or more computer systems (TSNTAS304).
- Following agreed procedures, provides advice to users on systems, products and services which are available to them (TSUSUP301).

- Responds to requests for support by providing information to enable problem resolution and promptly allocates unresolved calls as appropriate (TSUSUP302).
- Diagnoses and resolves straightforward problems (TSSSUP304).

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:

NVQ Level 3 or equivalent in a relevant subject, excellent IT skills/knowledge	A,I
The ability to independently interpret and analyse varied and complex information or situations.	A,I
The ability to co-ordinate a number of elements within a project plan	A,I
Proven advisory skills including the demonstrated ability to persuade others to adopt a course of action which is not necessarily their preferred approach	A,I
The ability to make frequent decisions and exercise initiative independently to fulfil the requirements of the role	A,I
The ability to work under a high degree of pressure, including meeting unpredictable deadlines and dealing with conflicting demands	A,I
The ability and experience to contribute to ICT policies and procedures	A,I
Ability to co-ordinate a number of elements within a project plan	A,I

Desirable Criteria

Assessed By:

Knowledge of SIMS	A,I
Knowledge of School procedures	A,I
An awareness of other mainstream MIS products	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):	