

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:		JEID	IT002
Salary Grade:	Grade G		
Team:			
Service Area:			
Primary Location:			
Political Restriction	This position is not politically restricted.		
Responsible to:			
Responsible for:			

Role Purpose

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Role Responsibilities

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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 2
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Main Tasks

- Designs simple programs and program modifications from supplied specifications, using agreed standards and tools, to achieve a well engineered result (TSPROG201).
- Responding to instructions or following agreed plans, installs or removes hardware and/or software, using supplied installation instructions and tools; follows agreed procedures, including those for wiring work. Takes defined action on simple problems, confirms correct functionality of hardware and software installations and advises supervisor and, if appropriate, users (TSHSIN201).
- Assists with more complex installations, evaluates change requests and works with allied functions (TSHSIN206).
- Uses the facilities of the tools and systems available, as directed, to monitor and report on regular activities which are subject to the Service Level Management process and SLA (Service Level Agreement), or OLA (Operational Level Agreement) such as job activity, transaction processing, network activity, database activity, etc (TSSLMO201).
- Receives and logs requests for support from help desk, other service delivery staff and/or users (TSASUP201).
- Carries out routine operations that control data processing, peripherals, and communications and networking equipment, including start-up, simple re-configuration, shutdown and normal re-start procedures (TSITOP201).
- Carries out routine monitoring, logging and reporting tasks, taking defined action on simple problems. Reports unforeseen or exceptional events to supervisor. Carries out and observes all associated administrative and clerical procedures (TSITOP202).
- Modifies queuing parameters and job priorities within defined limits, to improve job throughput or the processing of output (TSITOP204).
- Uses network management systems software and appropriate analysis equipment to collect routine network load statistics, and create reports as required (TSNTAS201).
- Following agreed procedures, receives and handles requests for information, and provides routine advice to users on systems, products and services which are available to them (TSUSUP201).
- Following agreed procedures, receives and handles requests for support, provides information to enable problem resolution and promptly allocates unresolved calls as appropriate (TSUSUP202).
- Assists users to make more effective use of desk-top systems, products and services, making initial diagnosis of problems and advising known solutions where applicable (TSUSUP204).
- Assists in investigating and overcoming simple problems (TSSSUP203).

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	
The ability to independently interpret and analyse varied and complex information or situations.	
The ability to communicate, in person and/or writing, complicated or sensitive information with varied audiences	
The ability to organise own workload and decide priorities.	
The ability to work under pressure including meeting deadlines and dealing with interruptions	
The ability and experience to contribute to ICT policies and procedures	
Ability to co-ordinate a number of elements within a project plan	
The ability to use own initiative to respond independently to difficult problems and unexpected situations	

Desirable Criteria

Assessed By:

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 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 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):	