

# Role Specification – IT Specialist

Service Area	Support Services
<b>Role Title</b>	<ul style="list-style-type: none"><li>IT Specialist</li></ul>
<b>Role Family</b>	<ul style="list-style-type: none"><li>Specialist</li></ul>
<b>Location</b>	<ul style="list-style-type: none"><li>Oxted/Agile</li></ul>
<b>Operational Reporting Line</b>	<ul style="list-style-type: none"><li>Support Services Manager</li></ul>
<b>Functional Reporting Line</b>	<ul style="list-style-type: none"><li>IT Lead Specialist</li></ul>
<b>Grade</b>	<ul style="list-style-type: none"><li>M2 to M4</li></ul>

## Service Area Purpose

Support Services provide professional and efficient support and advice to internal customers across the Council to improve performance and enable them in delivering the Council's ambitions. Support Services embeds effective customer services, case management systems and specialist advice in line with the new operating model.

## Specific Responsibilities

- Act as a Business Partner for IT working with teams across the organisation.
- Provide technical mentoring and support, encourage transfer of specialist knowledge, share best practice, new legislation and associated changes to processes and scripts and have oversight of the end to end process or customer journey and related contract.
- Provide expert advice and thought leadership on best practice and forward thinking in IT architecture, development and delivery to enable the Council's vision for the future.

## Person Specification

M2:

### Qualifications / Education

Essential	Desirable
<ul style="list-style-type: none"> <li>• Certification or qualification in Information Technology related subject or system, or substantial equivalent experience in an IT related field.</li> </ul>	<ul style="list-style-type: none"> <li>• Educated to degree-level or equivalent relevant professional qualifications or expertise.</li> </ul>

### Experience

Essential	Desirable
<ul style="list-style-type: none"> <li>• Experience of supporting organisational improvement through IT.</li> <li>• Experience of supporting IT Strategy development.</li> <li>• Experience in delivering 3rd line IT support.</li> <li>• Managing conflicting priorities sometimes under pressure.</li> <li>• Professional competence / expertise and proven IT experience, with the ability to apply knowledge to most or all activities in the area.</li> <li>• Understanding of data protection.</li> <li>• Understanding of equality and diversity.</li> </ul>	<ul style="list-style-type: none"> <li>• Some experience in making a contribution to policy/ service development and setting work/performance standards and targets in IT.</li> <li>• Partnership working.</li> <li>• Working in a matrix environment where cross team and corporate working are essential.</li> </ul>

### Key Skills and Knowledge

Essential
<ul style="list-style-type: none"> <li>• Specialist knowledge and understanding in one or more of the following areas:             <ul style="list-style-type: none"> <li>○ Service support</li> <li>○ Systems/Infrastructure development</li> <li>○ Applications development</li> <li>○ Enterprise architecture</li> </ul> </li> <li>• Up to date knowledge of IT best practice and technology.</li> <li>• Knowledge of multiple programming languages, systems development and architecture.</li> <li>• Specialist knowledge of delivering business efficiency and customer satisfaction through IT.</li> <li>• Knowledge of security and data protection issues.</li> </ul>

- Good influencing skills with ability to provide detailed specialist advice and explain the Council's position.
- Ability to assimilate complex information and to exercise judgement and creative thinking in resolving difficult problems and developing solutions.
- Understanding of service area development and policy.
- Ability to set performance targets and standards and deliver against these.
- Ability to build trust and rapport with a wide range of individuals.
- Ability to deliver high levels of stakeholder and customer service.
- Ability to motivate and act as a champion for change.
- Ability to think innovatively and practically.
- Report writing skills.
- Understanding of data protection.
- Understanding of equality and diversity

### M3:

*All the above and:*

#### Experience

Essential	Desirable
<ul style="list-style-type: none"> <li>• Considerable professional competence / expertise and considerable proven IT experience, with the ability to apply knowledge across a range of activities in this area.</li> <li>• Partnership working.</li> </ul>	<ul style="list-style-type: none"> <li>• Some experience in contributing to policy/ service development and/or implementation.</li> <li>• Some experience in setting performance standards and targets in this area.</li> </ul>

#### Key Skills and Knowledge

Essential
<ul style="list-style-type: none"> <li>• Ability to communicate on the Council's behalf on a number of issues.</li> <li>• Good influencing skills with ability to provide detailed specialist advice and explain the Council's position and communicate on the Council's behalf on a number of issues.</li> <li>• Ability to assimilate a range of complex as well as difficult/varied information and to exercise judgement and creative thinking in resolving difficult problems and developing solutions.</li> <li>• Substantial understanding of service area development and policy.</li> <li>• Ability to deliver results and performance improvements.</li> </ul>

## M4:

All the above and:

### Experience

Essential	Desirable
<ul style="list-style-type: none"><li>Advanced professional competence / expertise and considerable proven IT experience, with the ability to apply knowledge across a range of activities in this area.</li></ul>	<ul style="list-style-type: none"><li>Some experience in making a substantial contribution to policy/ service development and/or implementation.</li></ul>

### Key Skills and Knowledge

Essential
<ul style="list-style-type: none"><li>Ability to apply specialist knowledge and a problem resolution to a range of activities in IT.</li><li>Substantial understanding of service area development and policy.</li></ul>