

Job Description

SCHOOL APPLICATIONS OFFICER

Service:	Digital Services	Team:	Operate – Education Digital Services: School Applications Support
Location:	Preston		
Salary range:	£42,143 - £47,665	Grade:	9
Reports to:	School Applications Manager	Staff responsible for:	None

Job Purpose

To deliver professional application support, consultancy and training for operational school applications and systems.

Accountabilities/Responsibilities

Main areas of responsibility

- To deliver professional application support.
- Maintain an up-to-date, in-depth knowledge of supported school applications.
- Provide 2nd and 3rd line ICT incident and problem diagnosis and resolution in line with key performance indicator targets.
- Understand the key priorities and targets and the effectiveness of the service.
- Produce and maintain appropriate technical, operational, and guidance documentation for schools, colleagues and the ICT Service Centre.
- Develop and maintain Service Now knowledge articles.
- Evaluation, testing and installation of application updates.
- To ensure industry and local standards are adhered to, including ensuring ITIL operational procedures are maintained
- Ensure appropriate governance and compliance to corporate policy and process.
- To ensure all documented Digital Services processes including Incident, Change, Knowledge and Problem Management procedures are followed

Communications

- Provide consultancy services relevant to the broader use of information systems and data in schools.
- Provide Training to school staff to enhance skills of the use of information systems in schools.
- Maintain awareness of current statutory obligations on the council and schools in their area of responsibility and cascade and incorporate as appropriate.
- Liaise with Business Relationship Managers and Project Managers to address schools' emerging business needs.
- Provide effective communication within the service and between other services and customers.
- Ensure that the customer is at the heart of all of the services delivered.
- Deliver a customer focused service to both internal and external customers.

Quality & Governance

- By adhering to documented procedures, play an active role in the achievement and support of all Quality Standards within Digital Services, including ISO9001 and any others deemed appropriate by the service.
- Undertake, where required, work from other locations
- In addition to the skills knowledge and experience described above, you may be required to undertake a lower graded role as appropriate.

Due to the changing nature of the business, this job description serves as a framework to outline the main areas of responsibility. It is not intended to be either prescriptive or exhaustive and will inevitably change. You may be required to undertake other activities of a similar nature that fall within the remit of your area of work, as directed by service management, and this may entail working from other locations.

You will be required to provide a car for use in connection with the duties of this post and must be insured for business use. In certain circumstances, consideration may be given to applicants who, as a consequence of a disability, are unable to drive.

Other

- **Equal Opportunities**

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

- **Health and safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

- **Customer Focused**

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

Our Values

We expect all our employees to demonstrate and promote our values:

- **Supportive**
We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.
- **Innovative**
We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.
- **Respectful**
We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.
- **Collaborative**
We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.



Person Specification *SCHOOL APPLICATIONS OFFICER*

Requirements	Essential (E) or Desirable (D)	To be identified by: application form (AF), interview (I), test (T), or other (give details)
Qualifications: 5 GCSEs at Grade A*-C or Grade 9-4, including Maths and English, or equivalent - ITIL Service Management Qualification (Foundation or above)	E D	AF, I AF, I
Experience: - At least 3 years' experience of working on SIMS/FMS within a specialist area as well as a solid grounding in the basics of SIMS - Experience of working in a systems support environment providing end user support - Experience of problem solving and liaison with other teams and/or agencies - Experience of providing consultancy and support services for information systems in schools - Experience of the development and creation of guidance documentation - Experience of working in a local government environment - Experience of using Microsoft products such as Word, Excel, Powerpoint, Power BI - Good understanding and practical experience of ITIL methodology and its application in a commercial and local government environment	E D E E E D D D	AF, I AF, I AF, I AF, I AF, I AF, I AF, I AF, I
Knowledge and skills: - Good understanding and knowledge of the products and services relevant to information systems in use at schools - Up-to-date detailed knowledge of management information systems including ESSSIMS and other office-based software - Completes own role independently or with minimal supervision/guidance and able to escalate issues as and when appropriate - Sound analytical skills - Logical thinker and innovative approach to root cause analysis and problem solving - Defines and undertakes acceptance tests for systems - Carry out basic activities in support of risk management together with the co-ordination of mitigating activities and contingencies	E E E D E E D	AF, I AF, I AF, I AF, I AF, I AF, I AF, I

Other: