

# User and Application support

Service	Reporting to	Location	Grade
Digital Data and Technology	Business Manager	Civic Centre	3B £33,945 - £36,648

## About the role

- To support the City Council and other customers in achieving their overall objectives by the provision of ICT advice and support.
- Install and configure computer hardware peripherals operating systems and applications on user devices.
- Monitor and maintain computer systems and networks, responding to issues promptly and managing customer outcomes.
- Examine patterns in user behavior and offer recommendations for resolving issues.
- Support customers through a series of actions, either face-to-face or over the phone, to help set up systems or resolve issues.
- Troubleshoot system and network problems, diagnosing and solving hardware or software faults.
- Support the roll-out of new applications and business-led projects.
- Set up new users' accounts and profiles.
- Equip key managers/customers with the appropriate tools and knowledge to be technically proficient in their role.
- Maintain corporate and third-party asset systems.
- Build and maintain strong collaborative partnerships with internal and external customers.
- Have an understanding of work programs that are in line with agreed objectives, strategies, and business plans that will deliver agreed outcomes for the service and the council.
- Support managers through the change management process, including digital solutions.
- Support organization Cyber response identify user risks and supporting cyber responses.

## Key outcomes

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- Ensure all work carried out fits within the parameters of service levels agreements, using appropriate equipment/software and tools where required inline with safe working practices and health and safety regulations.
- Play a key role in upskilling users through providing appropriate tools and professional knowledge, developed through undertaking, research, benchmarking and best practice.
- Develop and maintain effective working relationships with colleagues and users.
- Demonstrate personal commitment to continuous self-development and service improvement.
- To support business goals by empowering and enabling users through their digital journey.
- Effectively support workforce plans by supporting managers to maximise business outcomes.

## What we need from you

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- Understanding of the relevant legislative framework and professional standards both within the ICT industry.
- Ability to engage and advise on fundamental ICT aspects.
- Ability to take a Whole system approach looking for every opportunity to solve problems and improve.
- Be a Smart worker carrying your role in the most efficient and effective way.
- Ability to organise own time effectively, creating work schedules, prioritising, and preparing in advance for known key deadlines.
- Diagnose problems, identify key issues, establish and evaluate alternative courses of action and produce logical, practical and acceptable solutions.
- Have Excellent attention to detail
- Have the ability to think creatively and provide innovative solutions to problems. Have the ability to develop new approaches to finding solutions outside of existing parameters.
- A foundation knowledge of CIA principles. A simple but widely applicable security model is the CIA triad; (Confidentiality, Integrity and Availability); three key principles should be guaranteed in any secure system designed, developed, implemented and supported.
- An ability to support others through change, undertaking new things, and working differently.
- Ability to build strong collaborative relationships to find creative ways to make services more sustainable and flexible.
- Be Values-based: model and demonstrate our organisational values.
- Have an ability to work well under pressure.
- Have Good analytical skills.
- Knowledge of ICT procedures and policies.
- To have obtained Microsoft Azure fundamentals AZ900 and Security Essentials SC900 (if not currently accredited support within employment will be provided to obtain)

# What we can offer you

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Your ongoing professional development and success in your role is important to us, and that is why we provide a variety of learning and development opportunities. Within the sections below you will find development options tailored to you which will enable you to further develop your existing skills and learn new ones at a pace that suits you best. If you are joining us now, your development will form part of ongoing discussions with your manager. If you are an existing employee, you should use your Personal Development Reviews to discuss your development with your manager and create your development journey. It's important you also take full advantage of any informal learning available to you during the course of your work.

## Online learning

Develop your knowledge across a wide range of areas through our Me-Learning platform, with over 200 free courses to choose from. To have the best possible start and comply with current legislation, you must complete the following modules: Welcome to Salford, Health and Safety in the Office, GDPR, Equality Essentials, and Safeguarding Children and Adults. You may also benefit from a variety of courses in categories such as Business Skills, IT and Project Management which are available to learn at your own convenience and pace.

## Professional Development

Gain role-specific skills and time to learn through a wide range of development opportunities. Learn whilst working and get support towards your qualification through an apprenticeship standard. Access professional development ranging from entry level to master's type qualifications, including achieving a role appropriate qualification. Details can be found on [the Institute of apprenticeships](https://www.instituteforapprenticeships.org/) website.

## Tailored Development

Microsoft Azure Fundamentals AZ900

Microsoft Security Essentials SC900.

## A digital organisation

### Developing your digital skills

Our ambition is to provide our workforce with the right level of digital capabilities needed to be successful. Whatever your current digital abilities are, we can provide development ranging from essential workplace skills to specialist workplace skills. These will be delivered through our Digital Skills Academy using both self-directed and guided learning opportunities to enable you to develop. Additionally, you can access free online courses through the [iDea](#) website.

### Sharing your digital skills

Our goal is to support you to share your digital knowledge with other people. Our Digital Eagles programme has been designed to cover basic digital skills and build your confidence to assist others. By the end of this programme you will join hundreds of staff members who already are digital eagles, and be able to help colleagues, customers, residents, or people in your personal life with all things digital.

## Our vision and priorities

### Our vision

The council has a vision is to create '**A fairer, greener and healthier Salford**'. To help us achieve this vision we have identified some key priorities to tackle the problems people in Salford are currently facing, [the Great Eight](#).

Salford is beginning a journey of economic transformation, with the mapping out of the city's economic future through key pieces of city council work. We're calling this [The Salford Way](#).

## The Great Eight are:

Tackling poverty and inequality.



1

Creating vibrant places and spaces.



2

Tackling the climate emergency.



3

Skills and education (A Learning City).



4

Affordable housing and reducing homelessness.



5

Promoting transport and digital connectivity.



6

Creating an economy for all.



7

Tackling health inequalities and providing the best possible care.



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## Our organisation's values

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**We have four values: Pride, Passion, People, Personal responsibility.**

[Our four values](#) are central to the way we communicate about the council and the way in which we behave with colleagues, customers, and partners - so that we live and breathe our values each day.

## Our values



**Pride**

**Passion**

**People**

**Personal responsibility**

## Application guidance

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We are a values-based organisation so reflecting our values or a values-based approach in your evidence will support your application.

The different sections of this role profile are there to give you an understanding of the purpose of the role. The 'what we need from you' section outlines the minimum criteria you will need to meet within your application.

### Role details

Completed by: Peter Cowling

Date: 04/03/24

Job code:

Job score:

Date of evaluation: