**JOB DESCRIPTION**

**SYSTEM IT LEAD OFFICER**

**Responsible to:** System Maintenance Section Manager

Purpose of Post: To be part of the Pensions Administration Developments & Technologies section, and be responsible for maintaining and supporting the IT infrastructure and systems in place.

Main Duties & Key Responsibilities:

1. *To support your Section Manager and assist in delivering the objectives set for the System Maintenance Section*

* Support your Section Manager in delivering the objectives set for the Developments & Technologies section and assist in predicting and anticipating future workloads in order to manage them effectively
* Help shape the development of the section’s short and medium term plans and contribute to the running of the service and GMPF as a whole
* Assist your Section Manager in determining workload priorities and communicate those priorities and their expected completion times to other team members
* Assist and provide support to members of your team or other teams with any unusual or high priority work
* Provide information for management reports and produce statistics on your team’s work
* Assist with recruitment, adherence to the managing attendance policy and any similar tasks, as and when required
* Provide cover and support for other members of your team whenever required
* Recognise good practice, effort and exceptional performance demonstrated by members of your team
* Be aware of best practice in your field

1. *To be responsible for the completion of your workload and for providing 2nd and 3rd level IT support to users*

* Be responsible for managing and monitoring your own workloads and complete tasks allocated to you within the allotted timescales
* Perform regular system ‘housekeeping’ routines and ensure all back-up procedures are followed
* Work to resolve faults or issues relating to hardware, software and network problems, liaising with Tameside MBC IT colleagues, suppliers or external contractors
* Be responsible for the administration and ongoing maintenance of the telephone systems used and the related telecommunications software in place and provide support for the GMPF websites
* Review the performance of all IT infrastructure and systems and make recommendations for improvements and upgrades
* Make sure there is clear and concise documentation in place for all key procedures being carried out by you and your colleagues and that procedure notes and training guides are kept up to date
* Assist with ensuring robust disaster recovery and related business continuity plans are in place
* Be responsible for ensuring that all system maintenance work carried out by you and other members of your team is of a high standard and in line with in-house expectations
* Be responsible for providing or arranging IT training where appropriate and relevant
* Assess, control and manage all identified risks and be responsible for any audit outcomes and follow-up actions allocated to you
* Ensure compliance with all legal and policy requirements, such as data protection requirements, IT security polices and similar
* Contribute to the delivery of all projects being carried out affecting your team and be responsible for completing your allocated tasks to the highest standard

1. ***To be responsible for your own self-development and contribute to the overall success of the service***

* Maintain your own working knowledge of the LGPS and any other relevant legislation needed to carry out your role
* Be responsible for assessing your own training needs and feeding this back to your Team Manager, and identify ways in which you might want to develop and progress in your role
* Be jointly responsible for all team training manuals and guidance notes, ensuring they are kept accurate and up to date
* Assist with ensuring your team prioritises customer outcomes and focuses on delivering high standards of service and ensure all procedures relating to customer feedback are followed
* Identify improvements to the service provided to GMPF members and liaise with your Team Manager to appraise and implement these
* Promote a culture of openness, inclusiveness, positivity, inventiveness and ingenuity

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| **PERSON SPECIFICATION REQUIREMENTS** | Essential (E) or  Desirable (D) | How it will be assessed |
| 1. **Education Standard / Qualifications** |  |  |
| Practical ability in written English and Mathematics to GCSE grade A to C or equivalent | E | Application form |
| Qualification in IT, system maintenance, programming or similar technological discipline | D | Application form |
| Knowledge |  |  |
| A knowledge of Microsoft Office | E | Application form, Interview |
| A knowledge of programming languages including SQL | D | Application form, Interview |
| A knowledge of Web development techniques and technologies | D | Application form, Interview |
| An awareness of Data Protection legislation and its implications and importance for our service | E | Application form, Test, Interview |
| Experience of: |  |  |
| Working in an IT related role, supporting networked computerised systems | E | Application form, Interview |
| Managing hardware maintenance and fault rectification | E | Application form, Interview |
| Widows based applications and carrying out Windows server maintenance | E | Application form, Test, Interview |
| Experience of maintaining and developing websites | D | Application form, Interview |
| Telecommunications systems and software and carrying out web development and maintenance | D | Application form, Test, Interview |
| Database administration and creation, including SQL server databases | D | Application form, Interview |
| Working effectively as part of a team and setting short and medium term objectives | D | Application form, Interview |
| Providing advice, guidance and training to others and assisting with team development | D | Application form, Interview |
| Implementing new practices and procedures successfully | D | Application form, Interview |
| Producing and collating management information, data and statistics | D | Application form, Interview |
| Assisting with recruitment and supporting attendance management policies | D | Application form, Interview |
| Skill and ability to: |  |  |
| Identify the ongoing maintenance requirements of systems used | E | Test |
| Identify IT risks and be able to develop contingency plans | E | Test |
| Advise on IT industry developments and make recommendations accordingly | E | Test, Interview |
| Research new ideas and analyse the effectiveness of new systems or developments | E | Application form, Interview |
| Learn new systems and technologies and be able to develop knowledge about how they work | E | Test, Interview |
| Write clear, concise letters and e-mails | E | Test |
| Communicate well with a range of audiences including colleagues, senior managers and outside agencies | E | Application form, Test, Interview |
| Recognise where issues need to be treated confidentially | E | Test, Interview |
| Supervise and mentor others, passing on leadership skills and promoting positivity | E | Interview |
| Determine your own work priorities and those of other members of your team and manage conflicting demands appropriately | E | Test, Interview |
| Have an awareness of wider service demands and issues and recognise pressures that may be being encountered by other teams and sections | E | Interview |
| Recognise when a procedure or policy is not working as effectively as it could and make suggestions as to how it could be improved | E | Interview |
| Be enthusiastic about the work of the service and the benefits it provides to its members | E | Interview |
| Demonstrate good IT and computer skills | E | Application form, Test, Interview |
| Promote equalities and diversity in the workplace | E | Interview |
| Be committed to the role and to be flexible, depending on the needs of the service | E | Application form, Interview |

**For Information:**

**Category**

E = Essential requirement without which the candidate would be unable to carry out the duties of the post

D = Desirable features that would normally enable the successful candidate to perform the duties and tasks better and more efficiently than one who did not have those qualifications, training, experience and so on