**JOB DESCRIPTION**

**SYSTEM MAINTENANCE SENIOR OFFICER**

**Responsible to:** System Maintenance Team Leader

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

Main Duties & Key Responsibilities:

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

* Support your Section Manager and Team 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
* Assist with determining workload priorities and communicate those priorities to other colleagues and teams wherever necessary
* 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
* 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 1st and 2nd level IT support*

* Assist with providing computer support to all GMPF users, including network, e-mail, printing and programming support
* Perform regular system ‘housekeeping’ routines, ensure all back-up procedures are followed and assist with the implementation of new software or software releases
* Work to resolve faults or issues relating to hardware, software and network problems, liaising with Tameside MBC IT colleagues, suppliers or external contractors when required
* Assist with the administration and ongoing maintenance of the telephone systems used and the related telecommunications software in place
* Be the first line of support for the GMPF websites and be responsible for their maintenance and development in conjunction with the Communication & Engagement section
* Be responsible for keeping an inventory of computer hardware and similar items
* Review the performance of IT infrastructure and systems as required 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
* 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, web design or similar discipline | D | Application form |
| Knowledge |  |  |
| A knowledge of the LGPS or other pension scheme(s) | D | Application form, Interview |
| Knowledge of Windows, Microsoft Office and web-based applications | E | Application form, Interview |
| An awareness of Data Protection legislation and its implications and importance for our service | E | Application form, Interview |
| Experience of: |  |  |
| Working in an IT, systems management or web design related role | E | Application form, Interview |
| Assisting with managing hardware maintenance and fault rectification | E | Application form, Interview |
| Widows based applications and carrying out Windows server maintenance | D | Application form, Test, Interview |
| Updating websites and developing new web pages | D | Application form, Test, Interview |
| Testing software and identifying faults and issues | D | Application form, Interview |
| Evaluating new software or IT developments | D | Application form, Test, Interview |
| Managing your own workloads and working to deadlines | E | Application form, Test, Interview |
| Resolving complaints or issues and applying learning from feedback | E | Application form, Test, Interview |
| Working effectively as part of a team | E | 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 |
| Skill and ability to: |  |  |
| Identify the pros and cons and risks of potential developments | E | Test |
| Put together a testing plan and provide feedback on the outcomes of testing carried out | E | Test |
| Research new ideas and analyse the effectiveness of new systems or developments | E | Application form, Interview |
| Analyse and interpret data and statistical information and draw conclusions | E | Test |
| 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