PERSON SPECIFICATION

Post Title:	Senior IT Development and Support Officer
Directorate:	Central Support Services
Responsible to:	Deputy IT Manager
Responsible for:	6 x IT Development and Support Officers (ITDSO) 1 x ICT & AV Technician
Grade:	Grade E1 – F5 (Dependent upon Qualifications and Experience)

Job Purpose

The Senior IT Development and Support Officer will be responsible to the Deputy IT Section Manager for ensuring that the provision of an effective and appropriate ICT service is designed to meet the needs of the St Helena Government. In addition, the Senior IT Development and Support Officer will be required to mentor the IT Development and Support Officers.

Main Duties and Responsibilities

1. Assist with the development and maintenance of the local and wide area networks to ensure that they are fit for purpose and supports the ICT requirements of all SHG directorates.

2. Liaise with the Deputy IT Manager to deliver an effective ICT Support service and review opportunities for improvements

3. Analyse IT Support job performance through customers' response.

4. Analyse computer and network problems reported by clients, which includes diagnosing and resolving problems through the effective allocation of available resources.

5. Assist with the provision of IT Support to all Government Directorates and selected Parastatal Organisations.

6. Undertake 2nd line ICT problem diagnosis and resolution including remote diagnosis and support at customer premises.

7. Provision of advanced technical support to the IT Development and Support Officers (ITDSO).

8. Responsible for assigning support tasks and associated ICT project activities to the IT Development and Support Officers (ITDSO).

9. Assist with the implementation of policies, which relates to ICT, Information and Security.

10. Ensure compliance with ICT licensing and warranty for hardware and software products

11. Prioritise tasks and respond independently to unanticipated problems.

12. Provide technical support recovery activities following failure

13. Undertake ICT Implementation tasks.

14. Identify and raise opportunities for improving procedures and processes within the team and work area.

Special Conditions

- This post will require considerable out-of-hours working to ensure that provided IT services are able to meet the needs of Directorates.
- Must be able to perform physical activities, such as, but not limited to, lifting heavy and carrying equipment
- To be able to physically deal with the movement of PCs/Printers etc (on a daily basis if necessary) Occasional variable hours working including participation in out-of-hours on-call rotas as well as work outside of standard office hours
- Occasionally working in confined spaces/leaning over desks etc when installing, repairing, or removing kit

This job profile is not an exhaustive list of duties and responsibilities. There may be other ad hoc duties that fall within the remit of the role that the job holder may need to complete. In addition, the job holder will be required to carry out any other reasonable duties as requested which are commensurate with the grading and level of responsibility for the role.

Core Competency Framework

Please refer to the Information Technology Competency Model:

Tiers 1, 2, 3 and 4.1

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Criteria	Essential / Desirable	Application Form	Selection Process
Qualifications:			
CompTIA A+ Certification	E	√	
CompTIA Network+ Certification	E	√	
Microsoft Certified Solution Associate (MCSA)	E	√	
GCSE Mathematics and English Grade C or above	E	√	
Have a clean and valid Driver's License in classes A & C	E	√	
ITIL Service Management Qualification (Foundation or above)	D	√	
HNC ICT qualification	D	√	
Knowledge & Experience:			
Have a broad understanding of both general and specialist ICT procedures.	E	√	√
Extensive experience, an ICT support role.	E	√	√
Ability to mentor and motivate staff.	E	√	√
Local and wide area networking experience.	E	√	√
Business continuity and disaster recovery experience.	E	√	√
Data backup and replication systems experience.	E	√	√
Managing and maintaining Physical and virtual server environments.	E		
Supporting and developing ICT Systems.	E	√	√
Knowledge of open-source applications and operating systems including Linux.	E		√
Skills and Abilities:			
Good communication skills, both written and verbal.	E	√	√
Problem-solving, research and analysis skills.	E	√	√
Time management and prioritisation of resources, staff, and partners.	E	√	√
Ability to act as a technical reference for the ICT Support team, and effectively train, coach, mentor and develop others.	E	√	√

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Criteria	Essential / Desirable	Application Form	Selection Process
Ability to learn new skills as required to support new technologies.	E		√
Able to organise, measure and monitor performance.	E		√
Ability to prioritise and work to tight timescales.	E		√
Logical thinker and problem solver.	E		√
Awareness of current ICT trends and facilities.	E		√
Good customer service skills.	E	√	√
Ability to respond positively to difficult, stressful, and challenging situations.	E		√
Ability to work effectively as part of a team.	E		√
Ability to use initiative, analyse situations and identify the service needs of the customer.	E		√
Confidence and ability to communicate and present complex informationl in a format that is understood by all.	E		√
ICT Technical support expertise	E		√
Other:			
Any other duties consistent with the nature, level and grade of the post as may be required.	E	√	√
Willingness to work flexibly.	E	√	√
Committed to safeguarding and promoting the welfare of children, young people, and vulnerable adults.	E	√	√
Contribute to a positive working environment ensuring commitment to equality and diversity.	E	√	√

PERSON SPECIFICATION

Our Values

FAIRNESS

We act as role models and have fair and consistent standards. We champion equality, inclusion, and respect.

INTEGRITY

We communicate openly and we are honest, accountable, and ethical.

TEAMWORK

We work together and we support each other.

Professional or Career Progression Cadre Competency Framework

Please refer to the Information Technology Competency Model:

Tiers 1, 2, 3 and 4.1