

IT Officer

Role Profile

Service: IT & Digital (Support) – Finance & Systems Directorate
Band: Bands TBC (Indicative Career Grade Bands 3-5)
(Appointment and progression will be based upon qualifications, experience and achieving required competency levels)
Reporting to: ICT Customer Support Team Leader
Responsible for: No direct reports



TRAFFORD
COUNCIL

About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Trafford – where all our residents, businesses and communities prosper

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring.

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Overview

Trafford IT and Digital Services play a key role in supporting the Council's Corporate and NHS Locality Plans, driving digital transformation across the Council and NHS Greater Manchester Integrated Care services. By developing a flexible IT infrastructure, we improve service delivery, enhance public engagement, and promote digital inclusion, helping citizens become more independent and reducing demand on services.

The IT Operational function, part of the IT & Digital Service within the Finance & Systems Directorate, is a key enabler, managing and supporting the technology landscape that powers business applications and service delivery.

Focused on delivering high-quality, secure services, IT Operations follows the ITIL framework, ensuring best practices are applied to align IT resources with business needs and maximize value for customers.

Your Main Priorities

- Providing an effective IT support service to customers with a range of technical concerns by triaging, investigating, diagnosing and resolving incidents, escalating them when warranted.
- Working effectively by ensuring that all support requests are logged and recorded accurately and dealt with in a timely manner, ensuring that recording systems are updated following resolution.

- Contributing to testing and improving incident management procedures to support continual service improvement.

Key duties (delivery of key duties will work alongside the above career grade progression)

Band 3

- Working to resolve basic IT related issues both over the phone, via the IT hub system and during face-to-face bookings.
- Updating incidents and managing them through IT hub system, within the SLA (service level agreement).
- Performing initial triage on requests aiming to resolve without the need for escalation.
- Delivering effective technical support across all desktop platforms, accurately diagnosing basic computer hardware and software faults.
- Identifying and escalating potential service issues that cannot be resolved, to the wider IT and Digital team within the agreed SLA, and identifying any opportunities for improvement during the process
- Proactively maintaining and developing customer and technical knowledge.
- Ensuring ongoing communication with customers to keep them updated of the progress or escalation of requests.
- Offering basic troubleshoot hardware and software issues remotely and in person as required.

Band 4 (inclusive of the above)

- Responding to potential cyber security incidents, ensuring impact is minimised or eliminated.
- Carrying out process-based tasks such as performing software builds/rebuilds on PC's/laptops, installing and configuring Windows services and quality checking build quality before delivery where required.
- Troubleshooting hardware and software issues remotely and in person as required.
- Providing assistance and technical knowledge to aid implementation of any projects across the wider IT and Digital team.

Band 5 (inclusive of the above)

- User Communication and Documentation: Keeping users informed of issue progress and maintaining clear records, including knowledge base articles for common problems.
- IT Setup and Account Management: Assisting with the setup of IT equipment, managing user accounts, and ensuring secure access to systems and applications.
- Showing an awareness of problem resolution processes

- Contributing to the implementation of remedies and preventative measures

Standard Key Duties

- Continuous Improvement: contributing to the team driving process enhancements based on feedback and new technologies.
- Championing a customer centric culture throughout the department; ensuring that interactions with customers are delivered to a high standard.
- Undertaking any other duties, commensurate with the job grade, that may arise, as required

About You

Qualifications and Professional Development –

Band 3

- GCSE Grade 9-4 (formerly A*-C) passes in Mathematics & English Language, and ECDL (or equivalent).
- Level 3 qualification or equivalent in relevant subject.
- Personal commitment to continuous self-development

Band 4 (inclusive of the above)

- Level 4 qualification or equivalent in relevant subject.
- ITIL Foundation desirable - this will be provided upon completion of probationary period

Band 5 (inclusive of the above)

- **CompTIA A+ Certification:** This widely recognized entry-level certification validates foundational IT skills, including troubleshooting and hardware/software support.
- **Microsoft Certified: Windows Operating System Fundamentals** or equivalent certifications: Demonstrates knowledge of Microsoft systems commonly used in most organizations.

Experience and Knowledge

Band 3

- Demonstrable keen interest in, and understanding of, technology either through work experience, previous employment or personal experience
- Have a commitment to learning and strong desire to develop new skills and knowledge
- Knowledge and understanding of current Operating systems
- Good knowledge of Word, Excel, Outlook and PowerPoint

Band 4 (inclusive of the above)

- Demonstrable and evidenced work experience in a similar role
- Previous customer service experience, ideally in a similar role
- Substantial knowledge of current Operating systems
- Experience in supporting multiple IT hardware and software systems and familiarity with IT Service Management (ITSM Tools)
- Understanding of Windows System Administration
- Experience of resolving more complex issues with enterprise applications, database access and productivity software (eg. Microsoft Office, enterprise CRM systems)

Band 5 (inclusive of the above)

- Experience in IT Support/Service Desk: typically, 2–3 years of experience in a First Line or related IT support role.
- Hands-on experience with complex technical issues: Comfortable troubleshooting problems that require deep technical knowledge beyond first-line support (e.g., server issues, complex software configurations, system migrations).
- Experience with IT infrastructure: Exposure to managing servers, databases, networking hardware, and enterprise software
- Proven success in incorporating and encouraging customer and client feedback to create a culture of continuous improvement in service delivery.
- Proven success in developing effective working relationships, communicating and influencing others.
- Experience in supporting a Windows platform.

- Extensive technical knowledge of Desktop Support hardware and software, preferably in supporting users on a Windows 10 Operating System
- Extensive technical knowledge and proven ability in all aspects of Desktop Support hardware and software in particular all MS Office Packages and common peripherals.
- Excellent understanding of Windows System Administration.
- Experience with IT Infrastructure: Working knowledge of servers, storage, cloud services, virtualization (e.g., VMware, Hyper-V), and backup systems.
- Networking Knowledge: A deeper understanding of networking concepts such as IP addressing, DNS, DHCP, VPNs, and firewall configurations.
- A thorough understanding of client server environment including the use of roaming profiles.

Skills and abilities

Band 3

- Excellent interpersonal and communication skills both written and verbal with the ability to communicate technical information in a clear, non-technical manner to users
- A desire to take ownership and accountability to see your work through to resolution
- Demonstrate problem solving and trouble shooting skills
- Good numerical skills
- Ability to adapt quickly to different systems and processes
- Good planning and organisational skills with the ability to work flexibly in order to adapt to changing work priorities and service needs, prioritising your own workload to meet deadlines
- Ability to record accurate information and with attention to detail
- Ability to work effectively as part of a team

Band 4 (inclusive of the above)

- Ability to take ownership and accountability and to see your work through to resolution
- Demonstrable high levels of problem solving and trouble shooting skills
- Ability to work on own initiative with minimal supervision.

Band 5 (inclusive of the above)

- Advanced Troubleshooting: Ability to diagnose and resolve more complex IT issues that have been escalated from the first-line support team (e.g., issues with servers, networking, software configurations)
- Support IT colleagues in the delivery of an effective ICT Support Service
- Proven technical ability across all aspects of the desktop environment which can be translated into effective service delivery
- Enhanced interpersonal skills, with the ability to communicate effectively to a wide range of audiences over the telephone and face to face
- The ability to work under pressure and to handle difficult customers in a positive and confident manner
- Ability to advise service areas on the effective use of hardware and software in line with Councils policies and procedures.

Special Conditions

- The role has a requirement to cover the Council’s core working hours which will involve working between 8:00 –18:00 on a rota basis, as determined by the IT Service Support Manager.
- Willing and able to travel to sites within the Trafford Borough.
- Flexibility and very occasionally unsocial work hours may be required

Date prepared/revised	H Wooldridge / J Thomson
Prepared/revised by	16.12.24
Job Evaluation	

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.
To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.