

Job Description



Education Department

Post Title	Senior ICT Officer		
Post Number	BG01486	Grade	Grade 7
Base	Anvil Court/Civic Centre	Hours of Work	37 hrs per week
Car User Allowance	Approved Casual	Disclosure	Enhanced
Contact	Mandy Butcher	Updated	August 2014

Principal Job Purpose

Responsible to: Service Improvement and Performance Officer

Responsible for: Maintenance and upgrading of the SIMS Suite of Software;
Training of central support staff and school based staff;
Support to schools in specialised curriculum modules;
High level technical support and problems solving for the SIMS Suite of software;
Support to schools to submit their Statutory Returns to the Welsh Government.

Principal Accountabilities

1. Responsible for the installation of the SIMS Suite of Software, including FMS, SIMS Learning Gateway and In Touch.
2. Responsible for upgrading the SIMS Suite of Software, including FMS, SIMS Learning Gateway and In Touch.
3. To train and support the Finance/ SIMS Support team in day to day support and developments in the Core SIMS Suite of Software.

4. To provide day to day support in the specialised curriculum modules such as NOVA-T, Curriculum Assignment, Examinations, Profiles, Assessment Manager and Discover. Such support includes the administration of the A2C examination software.
5. Responsible for high level technical support and problem solving in relation to the Authority's SIMS Suite of Software and to liaise with the Supplier on the resolution of any unresolved escalated issues.
6. To provide priority support for the completion of the relevant Statutory Returns for Welsh Government. Data returns are checked for anomalies that are rectified with schools directly and all submitted returns are validated against the information management strategy for Welsh Government.
7. To provide priority support for the submission and delivery of electronic examination results, to ensure that schools receive the data during the 'pre release day' in readiness for analysis and for pupils to receive the results on the release day.
8. To work alongside the Service Improvement and Performance Officer in the administration of DEWi.
9. To work alongside the Service Improvement and Performance Officer in the development of the use of the SIMS Suite of Software in schools. Such support may be provided via telephone, whole school or individual staff training or on site bespoke work. Such support will involve working alongside the Senior Leadership Team of a school to ensure that developments effectively meet the needs of the school.
10. To assist in the development and implementation of new SIMS modules.
11. Liaison with external organisations for example Welsh Government, Capita Education Services and External Examination bodies.
12. Liaison with Colleagues from within the Corporate ICT Division to evaluate the implications of SIMS developments on schools and the Local Authority, to ensure compliance with the LA's ICT Strategy.
13. To represent the Local Authority at the Welsh SIMS User Group Meetings and SIMS Software Update Seminars and to disseminate information to the relevant stakeholders.
14. To work alongside the Service Improvement and Performance Officer in the administration of the Capita One software and to provide support in the use of Crystal, when required.
15. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
16. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.

Person Specification – Middle Manager

1. Qualifications & experience

Qualifications/relevant experience	Assessment Method				
	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
HNC/HND or equivalent qualification in an IT related discipline.	E	✓			
IT related post graduate degree Qualification	D	✓			
Other experience					
Experience in the provision of Training	D	✓			
Experience of Windows Operating Systems	E	✓			
Experience of MS Office products	E	✓			
Experience of working within a support environment	E	✓	✓		
Knowledge/Skills					
Current and detailed knowledge of SIMS Management Information System.	E	✓	✓		
Knowledge and experience of a wide variety of software applications paying particular emphasis to the Microsoft Office Suite.	E	✓			
Detailed knowledge of schools administration systems and related processes for both Primary and Secondary schools.	E	✓	✓		
Knowledge of SIMS Learning Gateway	E	✓			
Understanding of the functions provided by Schools both in an Administrative and Curriculum environment and the Governments ICT initiatives.	D	✓	✓		
A willingness to work with others as either the leader or a member of a team.	D	✓			
Demonstrate an ability to think logical to find solutions to complex issues.	D	✓			
Demonstrate effective communication skills both written and verbal.	D	✓	✓		
Enthusiasm, energy and self motivation. posses a mature and confident disposition.	D	✓	✓		
Ability to establish productive relationships with Officers of the Council and external organisations.	D	✓			
Ability to grasp and assimilate new information quickly.	D	✓			
Must be able to provide evidence of and demonstrate significant experience in relation to schools and the SIMS system.	D	✓	✓		
Must have a clear understanding of the current issues effecting education.	D	✓	✓		
Ability to find solutions to complex and sensitive	D	✓			

issues.					
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2. Special Requirements	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Full driving licence and access to a vehicle for work purposes	E	✓			

3. Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework.

In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and afterwards through the Authority's performance coaching scheme.

		Assessment Method			
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Managing the Team	Sets an example to the team by own approach and attitude				✓
	Gets the best out of people by developing the skills, experience, and ambition of self and team				✓
	Ensures equality & diversity issues are integral to service delivery				✓
	Recognises when it is necessary to take a firm but appropriate line				✓
	Supports & encourages good work-life balance in the team				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Delivering a Continually Improving Service	Ensures the team understand how they contribute to achieving operational objectives				✓
	Is focused on continually improving performance of self and team and gives regular, constructive feedback on team/individual performance				✓
	Challenges poor performance appropriately				✓
	Is positive about improving the service and identifies potential benefits for the citizen				✓
	Consults team and others, inside and outside the organisation, for improvement ideas				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Communicating	Uses appropriate and precise methods of communication				✓
	Communicates positively and respectfully				✓
	Checks others' understanding				✓
	Clearly explains and justifies decisions made elsewhere				✓
	Encourages team members to think about and suggest improvements				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Making Informed Decisions	Considers implications of proposed decisions				✓
	Ensures decisions link to continually improving performance				✓
	Uses problem solving as a method of improving the service				✓
	Seeks clarification or challenges appropriately				✓
	Explains decisions appropriately				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Working Together	Understands the benefits of working together				✓
	Promotes and contributes to partnerships to continually improve services for the citizen				✓
	Networks effectively internally and externally				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Putting the Citizen First	Recognises the importance of the citizen's input to improving the service				✓
	Ensures team is focused on serving the citizen as the first priority				✓
	Seeks feedback from the citizen on the quality and appropriateness of service delivery				✓
	Is positive about the organisation and the community it serves				✓